

MARINE CORPS DISTANCE LEARNING PROGRAM

FACILITY STANDARD OPERATING PROCEDURES



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1.0 INTRODUCTION

This Standard Operating Procedure (SOP) contains general background information pertinent to Distance Learning (DL) operations at Marine Corps bases, stations, and separate detachments.

1.1 BACKGROUND

The base, station, or post is the lowest functional level component within the Marine Corps Distance Learning (MCDL) architecture. Each base, station, or post has a mission to provide DL students with access to network-based distance learning products. Throughout this document, the term “base” will be used to refer to base, station, or post.

The DL operational elements on a base are the Content Delivery Engines (CDEs), Learning Resource Centers (LRCs), Deployable Learning Resource Centers (DLRCs), Automated Electronic Classrooms (AECs), and Video Teletraining (VTTs) Centers. Formal Marine Corps schools may be located within a base. For purposes of this SOP guide, formal schools are considered a part of the base. The actual number of LRC, DLRC, AEC, and VTT facilities on a base is dependent upon the Marine population of the base.

The CDEs deliver DL courseware on demand to networked computer workstations. The CDE equipment is configured to store and manage DL courseware provided by the Distance Learning Center (DLC), Marine Corps Institute (MCI), formal schools, or the Marine Corps University (MCU).

The LRC provides individual Marines with immediate access to Military Occupational Specialty (MOS) training and Professional Military Education (PME) using DL technologies. The standard LRC has twenty DL workstations connected to the base infrastructure. The number of workstations may vary based on the physical size of the facility.

The DLRC provides Marines access to DL courseware while on deployment. The standard DLRC consists of a server and twenty workstations. The DLRC can operate in a stand-alone mode or can be connected to a Local Area Network (LAN) aboard a ship or at a land-based deployment location.

An AEC is a personal computer (PC) based system that provides instructors and students with a multimedia learning environment. The AEC consists of an instructor station networked with student stations, a projection system, laser printer, document camera, and a video and audio switching package. The video and audio equipment gives the instructor the capability to control the student workstations and provides for two-way communications with the students.

The VTT center provides Marines, civil servants, and military family members the opportunity to participate in DL training and education using Video Teleconferencing (VTC) technologies. The VTT center utilizes two-way audio and two-way video systems to deliver live, interactive, instructor-led courses. The VTT center may be located in a stand-alone facility or may be



combined with an LRC or AEC. Normally, VTT centers are configured to seat approximately 15 to 20 students.

1.2 PURPOSE

This SOP delineates the functions and responsibilities of those organizations and individuals charged with managing and operating base DL facilities at Marine Corps installations.

1.3 REFERENCES

The following documents provide background and direction for this SOP:

- § *Marine Corps Order (MCO) 1553.1B, The Marine Corps Training and Education System*, dated 24 May 1991. This document establishes a total force system for training and education in the Marine Corps. This MCO delineates responsibilities for implementing training and education programs, and it applies to all operating forces units, supporting units, training centers and formal schools, and formal courses of instruction taken by Marines at other Department of Defense (DoD) schools.
- § *Marine Corps Distance Learning Program (MCDLP) Configuration and Asset Management Plan version 5.0*, dated 7 March 2003.
- § *Draft MCDLP System Design Description version 3.0*, dated April 2003.

1.4 SCOPE

Marine Corps installation commanders may supplement this SOP for local conditions and special requirements. This SOP addresses the following:

Installation Distance Learning Coordinator (IDLC): A designated member of the base or station training and/or education staff who is responsible for training and education programs at the Marine Corps installation normally performs this function.

Network Administration/Technical Support: Contractor personnel provided under a Contractor Logistics Support (CLS) agreement normally perform this function.

LRC Operations: Contractor personnel provided under a CLS agreement normally perform this function.

VTT Maintenance: VTT equipment maintenance procedures that will be performed by contractor personnel under a CLS and/or interservice contract agreement.

VTT Operations: VTT equipment operational procedures that are performed by the local government or contractor personnel provided under a CLS agreement.

VTT Scheduling: VTT scheduling procedures are performed by local government or contractor personnel provided under a CLS agreement. The Marine Corps VTT



master scheduler is a jointly supported position provided by the Naval Education and Training Command (NETC).

AEC Network Technical Support: Contractor personnel provided under a CLS agreement normally perform this function.



2.0 DISTANCE LEARNING FACILITY OPERATIONS

This section provides general instructions for DL facility operations.

2.1 DISTANCE LEARNING STAFF FUNCTIONS AT INSTALLATION LEVEL

Marine Corps installation commanders at hosting bases provide the command and control and property accountability for DL facilities located on their installations or within their jurisdictions. The IDLC, who is normally assigned to the installation operations, training, and/or education staff, performs the following:

- § Serves as the installation Point of Contact (POC) for base functions and associated DL operations.
- § Interfaces with the DLC, MCI, formal schools, and the MCU to resolve MCDLP implementation requirements, functions, and courseware issues.
- § Interfaces with the Base G-6 to resolve communication/firewall issues that the CLS staff cannot resolve.
- § Interfaces with the Marine Corps Community Services (MCCS) directors and the Education Services Officers (ESOs) regarding the hours of operation for training and education at VTT centers and LRCs located in base/station education centers.
- § Provides a monthly schedule to the network administrator and the local video scheduling coordinator regarding the operating hours for the LRC(s) and VTT center(s).
- § Ensures government property is accurately accounted for in the appropriate base property accounts.

2.2 BASE MANPOWER STAFFING

A commercial contractor provides manpower for base functions through a CLS agreement and/or an interservice contract. The contractor performs the following:

Base Administration: The network administrator, where applicable, manages the overall base DL operations to include supporting the LRC(s), DLRC(s), AEC(s), and VTT center(s). The CDEs are centrally managed out of the MCDLP Network Operations Center (DLNOC). However, the network administrator may facilitate the repair/switch out of components at a base. The network administrator receives direction on functional duties, responsibilities, and priorities from the IDLC and as specified in the CLS agreement. The network administrator position requires an individual with organizational management skills and a comprehensive knowledge of network infrastructure, computer hardware, software, and VTC systems. Additionally, this person installs, troubleshoots, repairs, and replaces base hardware, software, and network infrastructure components. However, VTT center equipment covered by contracted extended warranty may only be repaired or replaced after



receiving approval from the designated contractor Regional Technical Expert (RTE) or the DLC VTT Project Manager.

LRC Operations: The LRC monitor oversees the day-to-day operations of an assigned LRC. The monitor receives training and direction on functional duties, responsibilities, and priorities from the network administrator.

VTT Center Operations: At designated locations, a CLS VTT technician shall support and assist in the operation, maintenance, and scheduling for the VTT center(s) as directed. At sites without a CLS VTT technician, the local Base Education Center or designated representative has agreed to perform all tasks associated with operation, maintenance, and video scheduling. Since the majority of the VTT centers are located in multipurpose classrooms, all Marine Corps Satellite Education Network (MCSEN) facility scheduling will be coordinated and submitted by the local MCSEN site scheduling coordinator or designated representative. Additionally, the CLS VTT technician or the network administrator shall assist and provide unit VTT operator training to designated personnel as requested. The NETC RTE will provide initial operator and limited technical training for the CLS personnel. At locations without CLS support, MCSEN operator training will be provided via the NETC RTE. Depending on the training requirement, the VTT center may be collocated with the LRC. *In such cases, the LRC monitor may be dual tasked to perform the VTT technician's duties.*

DLRC Configuration and Maintenance: Major bases will also have DLRC systems to maintain. The network administrator will test and configure the DLRC systems prior to a deployment, assist with the installation aboard ship, and test and maintain the DLRC systems when they return to the base.

AEC Maintenance: The AECs fielded by the DLC support instruction for students in formal school resident training and serve as LRCs when classes are not in session. The network administrator assists with computer hardware and software problems that are related to the MCDLP baseline.

2.3 DISTANCE LEARNING FACILITY OPERATING HOURS

Each LRC is resourced for ten hours per day, six days per week. Operating hours are determined by actual and programmed workstation utilization and by technical and housekeeping maintenance support requirements. The IDLC determines the day-to-day distribution of the sixty hours based on usage as well as programmed or anticipated DL training and education requirements.

The IDLC, working in conjunction with the ESO, determines the VTT center's operating hours based upon scheduled sessions/courses distributed by the DLC, MCI, formal schools, or MCU. Additionally, the IDLC will address the VTT center requirements from local commanders and/or other approved users on a case-by-case basis.



Normal operating hours for the VTT centers are provided below:

CONUS (CONTINENTAL UNITED STATES)	
Monday – Friday	0800-2200
Saturday	0800-1700

OCONUS (OUTSIDE CONTINENTAL UNITED STATES)	
Monday – Friday	0800-2200

For any extensions outside of the normal operating hours, the using unit headquarters must coordinate with the facility manager and appoint a responsible individual to perform the following:

- § Open and close the facility.
- § Provide physical and information security.
- § Receive training and be certified on the proper operation of the VTT equipment.
- § Ensure equipment and training materials are used properly.
- § Maintain property accountability.

2.4 DISTANCE LEARNING FACILITY USE

The MCDLP objective is to provide world-class training and education via the Marine Corps Learning Network (MarineNet) and the MCSN. The purpose for providing these facilities is to enable Marines to learn using the appropriate media when and where learning is most needed.

The following are authorized LRC Users:

- § All NMCI Account Holders
- § Active and Reserve Military
- § DoD Civilian Employees

The priorities for using LRC/VTT facilities are:

- § Active and Reserve military, DoD civilians (LRC and VTT), DoD contractors (VTT only)
- § Normally scheduled unit training and education requirements.
- § Other authorized users participating in distance learning sponsored programs.



2.4.1 WORKSTATION ASSIGNMENT

The LRC monitor assigns workstations in accordance with the training priorities established by the IDLC on a first-come, first-served basis as availability permits.

2.4.2 WORKSTATION USAGE

Marines participating in DL-sponsored programs may use workstations as necessary to complete their training. Marines using the LRC for professional development or functional training not associated with a specific MCDL-sponsored program may use a workstation as long as a Marine in a MCDL-sponsored program does not require it.

2.4.3 VIDEO TELETRAINING CENTER SCHEDULING

Currently, and with few exceptions, the VTT centers are located in multipurpose classrooms at various Base Education Centers and are used by the education staff as well as other base activities. As such, all MCSEN video requests must be coordinated, scheduled, and submitted by the specific facility. Current MCSEN scheduling procedures require that all MCSEN video requests be submitted to the Marine Corps master scheduler by the local site video coordinator via email. As a jointly shared facility, the ESO and the installation training and education staff may further establish priorities consistent with MCDLP objectives. At designated bases/stations with a CLS VTT technician, the IDLC may request the VTT technician serve as the central coordinator and work with the local activities to schedule VTT requests with the Marine Corps master scheduler.



3.0 MANAGING DISTANCE LEARNING FACILITY OPERATIONS

This section identifies specific duties for personnel involved with base DL operations at Marine Corps installations. The incumbents of the duty positions described in this section are Marine Corps and CLS personnel.

3.1 INSTALLATION DISTANCE LEARNING COORDINATOR RESPONSIBILITIES

The IDLC is the Marine Corps' designated representative at the installation level tasked with overseeing base operation, management, and sustainment. The IDLC normally performs the following tasks:

- § Serves as the interface between the installation and the DLC, MCI, formal schools, and MCU.
- § Interfaces with the Base G-6 on communication/firewall exemptions that the CLS staff cannot resolve.
- § Ensures all government property is accounted for in accordance with local property accountability procedures.
- § Facilitates and coordinates with MCCS and ESO regarding scheduling and utilization of the VTT centers.
- § Determines DL facility operating hours consistent with the ESO and CLS resources.
- § Coordinates and allocates time blocks for unit training when required for special instruction (e.g., counter-terrorism) or training for a particular MOS.
- § Provides priority of use guidance and adjudicates conflicts.
- § Establishes the rules for DL facility operation (e.g., facility user behavior to be in accordance with Marine Corps and installation directives).
- § Enforces rules established for DL facility operation.
- § Establishes and coordinates physical security measures for base components (CDEs, LRCs, DLRCs, and appropriate VTT centers) consistent with Marine Corps and installation physical security directives.
- § Approves a Continuity of Operations Plan (COOP).

3.2 NETWORK ADMINISTRATOR RESPONSIBILITIES

The network administrator is the senior CLS representative at a specified Marine Corps installation and its assigned jurisdiction. Within the scope of the CLS agreement, the network administrator provides management and technical expertise to operate, maintain, and sustain base DL operations. The network administrator performs the following tasks:

- § Performs network administrator functions established by this SOP and those functions authorized by or directed by the IDLC.



- § Directs the day-to-day operations of base DL system components.
- § Provides first-level VTT center technical, scheduling, and operational assistance as requested by the IDLC.
- § Provides first-level technical support on the cable plant (fiber and copper) and escalates unresolvable cable faults to the IDLC for resolution.
- § Provides base DL system network switch installation, integration, maintenance, and troubleshooting on the DL network switch equipment as required.
- § Provides base DL systems administration, configuration, integration, maintenance, and troubleshooting for LRC, DLRC, AEC, and VTT system hardware and software.
- § Establishes workload priorities for the LRC monitors and VTT technicians. In the special case where the NETC RTE is collocated with the VTT technicians, the NETC RTE will set and assign the workload priorities for the VTT technicians.
- § Resolves operational issues beyond the responsibilities of the LRC monitors and the VTT technicians.
- § Resolves technical issues beyond the capabilities of the LRC monitors and VTT technicians.
- § Assists LRC monitors and VTT technicians in resolution of facility scheduling conflicts.
- § Establishes testing/proctoring hours for LRCs.
- § Reports DL issues requiring installation support to the IDLC.
- § Develops the work schedule for LRC monitors and the VTT technicians except in the special case where the NETC RTE and the VTT technicians are collocated.
- § Ensures the LRC monitors and VTT technicians have the requisite skills to fully perform their functions.
- § Provides technical training for the LRC monitors and the VTT technicians to ensure DL hardware and software systems remain operational and properly configured to support user requirements.
- § Informs the IDLC when changes are required to the local DL facility SOP, operating resources, or other issues beyond the network administrator's level of responsibility to resolve.
- § Develops a COOP containing procedures for network infrastructure and LRC systems backup and recovery. Submits the COOP to the IDLC and Contracting Officer's Representative (COR) for approval. Provides copies of the COOP to the LRC monitors and the VTT technicians.
- § Implements the COOP when data transmission or CDE connectivity is degraded or lost.
- § Informs the IDLC of base DL equipment or software failures not resolved within the prescribed time.
- § Informs equipment vendors of problems requiring vendor support.



- § Informs the warranty administrator and DL asset manager of equipment problems beyond network administrator capabilities and vendor support requirements.
- § Coordinates with the DLNOC Help Desk on DL courseware problems impacting base DL operations. Records actions/resolutions in the MarineNet Help Desk application.
- § Coordinates with the DLNOC Help Desk on DL systems hardware, software, and network issues impacting base DL operations. Records actions/resolutions in the MarineNet Help Desk application.
- § Reviews the MarineNet Help Desk application/database to ensure:
 - Appropriate entries are made and in-process actions are recorded.
 - Appropriate closeouts for support calls are accomplished.
- § Reviews the LRC and VTT center monthly utilization reports. Takes action to resolve issues. Provides recommendations to the COR and IDLC as appropriate.
- § Submits LRC and VTT center utilization reports and monthly summation reports to the COR and to the IDLC as prescribed by the CLS agreement.
- § Retains LRC and VTT center utilization reports for one year.
- § Performs technical-level preventative maintenance (PM) at least monthly on the LRC, DLRC, AEC, and VTT center components and systems. As required, the network administrator performs the following:
 - Installs LRC, AEC, and VTT center components.
 - Installs LRC, AEC, and VTT center baseline software.
 - Installs LRC, AEC, and VTT center system changes, updates, or patches.
 - Performs equipment and software malfunction diagnostics.
 - Tests and ensures network communication infrastructure connectivity.
- § Enters equipment status for each component in the LRC/DLRC/AEC/VTT Center Maintenance Log (see Appendix A) and maintains a copy of the log for one year.
- § Repairs individual components, network infrastructure, and system deficiencies reported by LRC monitors, AEC instructors, DLRC deploying units, and VTT technicians within the time prescribed in the CLS agreement. Appendix B contains the MCDL, AEC, VTT, CDE, and DLRC maintenance processes. The network administrator will perform the following:
 - Perform diagnostics on CDE, LRC, AEC, and VTT center connectivity problems.
 - Replace or repair defective CDE, LRC, DLRC, AEC, and VTT center components in accordance with their respective warranties.



- Maintain a supply of approved spare components.
- § Reports deficiencies and corrective actions in the MarineNet Help Desk application and the Video Conferencing Application Services (VCAS) for VTT equipment. All deficiencies and problems should be reported regardless of when or how they were corrected. The purpose is to establish a common database to identify trends and detect recurring problems. The network administrator may enter the support request or direct the LRC monitor or VTT technicians to perform this function.
- § Submits the MCDL Configuration Management (CM) Feedback Sheet (see Appendix E) when equipment and software changes occur and maintains a copy on file for one year. Upgrades to hardware and software may not be made without prior approval from the Marine Corps Systems Command (MARCORSYSCOM) Configuration Manager.
- § Trains the LRC monitor in monitor-level preventive maintenance and minor system repair functions.
- § Orders parts and system components to restore non-operational systems and to backfill spare parts and components as defined in the CLS agreement.
- § Contacts the equipment and software warranty provider and/or equipment vendor for support to resolve DL equipment/software problems.
- § Assists the IDLC in providing DL information and program capabilities to base/installation personnel.
- § Trains LRC monitors on the MCDLP Learning Management System (LMS).

The following responsibilities are specific to the DLRC. CLS network administrators with DLRC systems assigned to them shall perform the following duties:

- § Coordinates DLRC system maintenance and troubleshooting.
- § Signs over the DLRC equipment to the deploying unit's designated custodian(s) using a DD 1149 (see Appendix P).
- § Configures and installs the DLRC during pre-deployment workups.
- § Conducts On-the-Job Training (OJT) for the DLRC System Administrators (SAs) and Unit Training Officers/Non-Commissioned Officers (UTOs/NCOs) during the pre-deployment workups.
- § Conducts post-deployment inventory and archiving in coordination with the unit.
- § Refurbishes the DLRC systems in coordination with the DLNOC.
- § Maintains current software baselines provided by the DLNOC.
- § Receives and stores DLRC assets at the receiving base's facility.
- § Ensures the IDLC processes all requests for the DLRC.
- § Ensures DLRC system availability is updated on the DLRC Asset Control website for monitoring by the IDLC as systems are checked out and returned to service.



- § Coordinates with the deploying Marine Air-Ground Task Force (MAGTF's) UTO and DLRC SA to refine DLRC requirements using the operational and network questionnaires in the DLRC Users Manual.
- § Configures DLRC systems based on early coordination with the deploying units and their answers to the operational/network questionnaires.
- § Conducts an initial operational check of each DLRC system planned for the deployment.
- § Preloads course catalog data and student records by Reporting Unit Codes (RUCs) on the deploying DLRC servers.
- § Conducts an initial synchronization at the base prior to the unit transporting the DLRC to the ship.
- § Provides training materials on Compact Disc-Read Only Memory (CD-ROM) to the DLRC SAs and UTOs/NCOs.
- § Includes gold load CD-ROM in laptop cases for laptop restoration (i.e., rebaseline).
- § Repacks the transit cases and coordinates with the deploying unit for pickup of equipment.
- § Prepares the Requisition and Invoice/Shipping document, DD Form 1149 (see Appendix P) for custody transfer to the deploying unit responsible officer.
- § Conducts the initial installation aboard ship or ashore with the deploying unit.
- § Provides OJT for the UTOs/NCOs and DLRC SAs while installing a DLRC. It is recommended that the senior unit DLRC SA and the DLRC SAs for each ship/location be present and participate in the installation for their OJT. Each major subordinate element of the MAGTF at each ship/location needs a UTO/NCO representative to receive training on the use of the DLRC LMS Training Manager (TM) functions. This is accomplished at the RUC level. For example, a Marine Expeditionary Unit (MEU) would select a UTO/NCO and DLRC SA for the MEU Command Element (CE), the Battalion Landing Team (BLT), the squadron, and the MEU Service Support Group (MSSG).
- § Conducts final configuration testing. Ensures all networking and firewall configurations are properly established and operational.
- § Receives equipment from the returning unit, inventories, and assesses the contents and condition prior to releasing the custody form. This shall be accomplished in accordance with standard Marine Corps policy established in MCO P4400.150E W/ERRATUM CH 1-2 Consumer-Level Supply Policy Manual for Equipment Custody. This MCO is available at:

<http://www.usmc.mil/directiv.nsf/bysubject?openview&count=5000&start=1>



- § If DLRC equipment is missing, lost, stolen, or recovered, a Missing, Lost, Stolen, or Recovered (MLSR) report shall be completed and submitted by the using unit in accordance with Marine Corps Order 4340.1A W/CH 1 Reporting of Missing, Lost, Stolen, or Recovered Government Property. This Marine Corps Order is available at:

<http://www.usmc.mil/directiv.nsf/bysubject?openview&count=5000&start=1>

- § The Senior Network Administrator (SNA) must obtain a copy of the unit's completed MLSR report for any DLRC major items that are missing. The SNA must provide a copy of the unit's MLSR report to the IDLC for reconciliation of supply records and accountability.
- § Coordinates MLSR report follow-up actions with the IDLC and base Operations and Training (O&T).
- § Cleans, archives, reloads, repairs, and prepares DLRC equipment and software for the next deployment.
- § Executes normal synchronization recovery.
- § Backs up database and error logs to CD-ROM.
- § Returns damaged server hard drives to the DLNOC.
- § Installs new hard drives received from DLNOC for new deployments as required.
- § Copies and sends archive data to DLNOC per established procedures.

3.3 LEARNING RESOURCE CENTER MONITOR RESPONSIBILITIES

The LRC monitor is responsible for daily LRC operations. The LRC monitor will perform the following tasks:

- § Operates the LRC in accordance with the approved schedule.
- § Maintains a current file of directives and other guidance pertaining to LRC operation.
- § Maintains LRC usage data. Submits LRC Monthly Utilization Report (see Appendix F) to the network administrator.
- § Implements established procedures to identify, account for, and secure all LRC non-expendable equipment.
- § Maintains a courseware availability list (see Appendix G) to ensure required DL courseware is available or accessible at the LRC. Verifies at the start of each shift all courseware is accessible/functioning from each workstation and that each workstation has the current DL software baseline. Reports discrepancies to the network administrator.
- § Ensures sufficient expendable item supplies are on hand for LRC operation. Notifies the network administrator when resupply is required.
- § Sets heating/air-conditioning thermostat at the appropriate comfort level.
- § Performs maintenance and corrects minor hardware faults (see Appendix H).



- § Performs user-level preventive maintenance on LRC equipment and software (see Appendices I and J).
- § Exchanges LRC workstation components as approved or directed by the network administrator.
- § Ensures LRC workstations are operational, all essential components are present, and the LRC is neat and clean.
- § Contacts the network administrator regarding technical problems that cannot be solved at LRC monitor level. Submits support requests (see Appendix C).
- § Checks identification (ID) cards to verify patron eligibility to use the LRC. Contacts the network administrator to resolve eligibility issues.
- § Briefs patrons on LRC operational details (see Appendix K).
- § Welcomes patrons to the LRC. Explains administrative requirements for LRC use and indicates where the instructions are posted.
- § Publishes testing/proctor hours as established by the network administrator.
- § Validates student technical difficulties.
- § Directs LRC patrons to sign-in and sign-out in the LRC/VTT Center Sign-In/Sign-Out Log (see Appendix L) as they arrive and depart the facility. The LRC monitor retains a copy of the log for one year.
- § Briefs LRC patrons on restrictions listed below:
 - No food or beverage consumption is allowed in the LRC.
 - No tobacco product use is allowed in the LRC.
 - No profanity/foul language or other disruptive behavior is allowed in the LRC.
 - No adult or distasteful material is allowed in the LRC or on a workstation.
- § Briefs patrons on physical security and information security requirements.
- § Assigns patrons to workstations using the Sign-In/Sign-Out log (see Appendix L) and briefs patrons on the following:
 - Workstation procedures.
 - Network login password requirements as applicable.
 - Authorized courseware and Internet connections.
 - Workstation monitoring for misuse.
 - Workstation restrictions: Workstation users must not tamper with or otherwise modify the computer operating system or supporting software programs.



- § Informs patrons how to contact proponent school Subject Matter Experts (SMEs) on training and education questions.
- § Issues training materials and consumable supplies as necessary.
- § Operates the LRC in accordance with the schedule provided by the network administrator.
- § Assists patrons with electronic registration procedures.
- § Assists patrons with workstation operation to include:
 - MarineNet access and courseware download procedures.
 - Installing *approved* courseware.
 - Following courseware instructions when requested or when an apparent need exists.
 - Instructing students how to use the LMS.
- § Monitors DL workstation equipment and software use. Prevents equipment and software misuse.
- § Directs patrons to request assistance from the LRC monitor as necessary.
- § Proctors examinations (see Appendix M).
- § Provides information to perspective patrons regarding LRC operations and activities.
- § Requests assistance from the network administrator when unable to resolve an operational issue.
- § Implements LRC-level COOP when data transmission, CDE connectivity, or LRC power is degraded or lost.
- § Performs LRC shutdown procedures.
 - Collects non-consumable supplies and training support materials (e.g., floppy disks and CD-ROMs) from facility users.
 - Inventories and inspects LRC workstation hardware and associated software.
 - Reports damaged or missing items to the network administrator.
 - Verifies that all diskettes and CD-ROMs are removed from the appropriate drives.
 - Ensures LRC systems are turned off.
 - Sets the thermostat for non-operating hours temperature and turns off lights.
 - Locks the LRC and initials the security form.
- § Performs minor house keeping tasks:



- Ensures DL components and furniture are in order and in their proper location. Removes trash from workstations.
- Replaces CD-ROMs, floppy disks, and training documents in their storage area.

3.4 VIDEO TELETRAINING TECHNICIAN RESPONSIBILITIES

The VTT technician provides first level maintenance, scheduling, and system operational support to the VTT center(s) as requested or directed by the IDLC. Since the VTT center(s) will likely be located in a multipurpose MCCS classroom facility, the VTT technician's role will be to support the VTT centers on an as needed basis. The primary responsibilities of the VTT technician are listed below:

§ Performs management functions:

- Maintains and, if requested, operates the VTT center(s) for scheduled broadcast sessions and installation directed training.
- Maintains the local VTT center SOP, operating checklists, and directives.
- If required, coordinates and schedules VTT facilities for the IDLC via VCAS. Verifies via VCAS that all local or scheduled sessions are reflected on the Marine Corps Master Schedule.
- Coordinates with the IDLC any implementation of established procedures to identify, account for, and secure VTT center nonexpendable equipment. All MCSEN equipment should be accounted for using established local base property book accounting procedures.
- Requests expendable item resupply from the network administrator for VTT operated facilities.
- Updates the VTT center facility SOP and operating checklists as equipment and facility requirements dictate. All revisions and changes applicable to MCSEN sites located in the education center must be staffed to the IDLC for subsequent staffing to the base ESO for concurrence and implementation.

§ Performs operator level preventive maintenance:

- Checks overhead and special lighting. Replaces light bulbs as necessary.
- Opens and tracks MarineNet and VCAS trouble reports identifying system outages and repairs.
- Checks and sets the heating and air conditioning thermostat to the appropriate comfort level.



- Powers up and cleans VTT center equipment in accordance with system manufacturer specifications.
 - Facilitates, assists, and tests special VTT user requests, e.g., laptop presentation on VTT.
 - Performs weekly functional checks on the VTT systems suite(s) not used during weekly sessions to ensure proper operation.
 - Performs limited maintenance on MCSEN equipment to include, but not limited to, replacement of components, minor cable repairs, verification and programming of ASEND Inverse Multiplexor (IMUX) or similar devices, loading of system application software, and troubleshooting user applications or equipment.
 - Performs VTT outgoing and incoming communications checks in accordance with the VTT center SOP and distant site requirements.
 - Reports, tracks, and monitors VTT system outages and repair status via VCAS.
- § Conducts briefings for VTT center patron(s) on the following:
- Operation of the VTT training environment to include cameras, microphones, auxiliary equipment, and conferencing protocols (see Appendix N).
 - Administrative information to include rest rooms, break area, phone, etc.
- § Prepares the VTT center for a training session by performing the following tasks:
- Sets camera remotes and presets for VTT center users.
 - Establishes VTT communications at least 30 minutes before training and education sessions begin.
 - Ensures camera and microphone mute is ON until the microphone is needed.
 - Monitors training and adjusts camera angles and audio levels as required.
- § Closes and secures the VTT center:
- Cleans and sets up the facility for the next session.
 - Powers down equipment in accordance with facility and equipment manufacturer procedures.
 - Sets heating and air conditioning thermostat to appropriate level for non-operating hours.
 - Secures the VTT center and initials the security form.
- § Performs monthly VTT center equipment checks:



- Performs monthly maintenance and communications checks.
- Reports unresolved equipment problems to the network administrator.
- Submits support requests as directed (see Appendix C).
- Submits the Monthly Utilization Report (see Appendix O) to the network administrator.



4.0 BASE DISTANCE LEARNING SECURITY AND ADMINISTRATION

This section contains base DL physical security, administration, and reporting requirements.

4.1 COURSEWARE INFORMATION SECURITY

Courseware for most MOS training and PME is considered sensitive but unclassified. Only authorized personnel are allowed access to this material from base DL facilities. The LRC monitor and VTT technician will:

- § Enforce information security requirements provided with Interactive Multimedia Instruction (IMI) courseware and VTT course instructions.
- § Allow access to sensitive information to authorized users only.
- § Comply with information security procedures as directed by the IDLC.
- § Notify the network administrator of information security breaches or issues.

4.2 PHYSICAL SECURITY

The LRC monitor and VTT technicians will:

- § Maintain positive control over assigned facilities. In those cases where the VTT center is located in the MCCS facilities, the VTT technician shall enforce the MCCS physical security policies and report any violations to the ESO.
- § Open and close facilities by unlocking and locking the doors. Record the actions on Standard Form 701, Activity Security Checklist, posted outside the door.
- § Require patrons to sign the LRC/VTT Center Sign-In/Sign-Out Log (see Appendix L).
- § Perform daily visual inventories of the assigned facilities to ensure nonexpendable items are not missing or damaged.
- § Perform a monthly physical inventory of all DL components utilizing the CLS inventory database.
- § Report physical security discrepancies to the network administrator.

Before training begins, the LRC monitor will inform patrons that:

- § Patrons must enter the computer network system using the proper password.
- § The LRC monitor must approve courseware brought by patrons before it is used in LRC equipment. This is to prevent courseware use that will corrupt the system or change the system configuration.
- § Patrons will not remove DL courseware, software, or equipment from the facility.



For training after normal operating hours, the LRC monitor or VTT technician will require the using organization to accept responsibility and accountability for the facility in accordance with Appendix O.

- § Before training begins, a representative from the using organization will concurrently inspect and inventory the facility with the LRC monitor, the VTT technician, or a representative from the IDLC. Results will be recorded on the LRC/DLRC/AEC/VTT Center Maintenance Log (see Appendix A). At those VTT centers located in MCCS facilities, the VTT technician will direct the requestor to the ESO or designated MCCS representative for approval to use the facility and equipment. The VTT technician will ensure the user is trained to operate and secure the VTT equipment. An emergency contact number will be provided in case of technical problems.
- § After training, the LRC monitor or VTT technician will concurrently reinspect and reinventory the facility with the using unit representative before the facility is used for regularly scheduled training. Discrepancies will be noted and reported to the network administrator for resolution.

4.3 MARINET CONFIGURATION SECURITY

All CLS personnel are responsible for protecting MarineNet equipment against misuse as well as intentional or malicious attack. This responsibility includes the capability to quickly rebuild any workstation without sacrificing LRC or AEC operational and functional capabilities.

4.4 REGULATION ENFORCEMENT

The LRC monitor will inform patrons that workstations are monitored for violations of government policy regarding Internet use on government computers. When users log onto a workstation, they are presented with the “*Consent to Be Monitored*” warning. Restrictions include:

- § No adult or distasteful content in accordance with federal laws.
- § No dating, “Matchmaker”, or personal classified sites.
- § No Internet relay chat or other types of two-way communications tools except as required by interactive courseware.

Facility users will be informed that violations can result in Uniform Code of Military Justice (UCMJ) or civil court action and loss of LRC privileges.

4.5 PRIVACY ACT CONSIDERATIONS

The LRC patrons will provide personal data necessary for DL training administrative requirements. The LRC monitor will:

- § Brief patrons on Privacy Act requirements and information restrictions.



- § Inform patrons of any personnel records being kept and that those records may be reviewed upon request.
- § Safeguard patron personal data to prevent unauthorized access, disclosure, alterations, or destruction.
- § Ensure that sensitive personal data, such as a Social Security Number (SSN), is protected.
- § Notify the patron of any Privacy Act information provided to a third party.

4.6 REPORTS

Table 4-1 contains guidance for report preparation, distribution, and retention. Reports will be submitted via email.

TABLE 4-1: REPORTING REQUIREMENTS

REPORT TITLE	PREPARED BY	PREPARED FOR	FREQUENCY	RETENTION
Configuration Management Report/Monthly Inventory	Network Administrator	CLS Program Manager (CLS PM)/ COR	Monthly/As required	1-Year
LRC Monthly Utilization Report	LRC Monitor	Network Administrator/CLS PM CLS PM provides to COR	Monthly	1-Year
Support Request	Network Administrator, LRC Monitor and VTT Technician	MarineNet Help Desk Application and NETC VCAS	As required	1-Year
Trouble Report (Monthly summation)	Network Administrator	COR	Monthly	NA
VTT Center Monthly Utilization Report	VTT Technician	Network Administrator/CLS PM CLS PM provides to COR	Monthly	1-Year



APPENDIX A: LRC/DLRC/AEC/VTT CENTER MAINTENANCE LOG

The LRC/DLRC/AEC/VTT Center Maintenance Log serves several purposes:

- § The network administrator records technical level PM on LRC, DLRC, AEC, and VTT center components and problems reported by the LRC monitor, DLRC deployed unit, AEC instructor, or VTT technician.
- § The LRC monitors and VTT technicians use the log for their PM requirements. The log will be maintained on file for one year.
- § The log can be used as an inventory control document when property accountability for an LRC or a VTT center is temporarily assumed by another organization.

A sample LRC/DLRC/AEC/VTT Center Maintenance Log is attached (see Figure A-1). Information and instructions for entering data in the columns include:

- § **Time and Date:** Information used for tracking preventive maintenance activities and repair and replace criteria associated with the CLS agreements.
- § **Component:** Identify each component checked in the LRC or VTT center (e.g., Workstation #6). If all Workstation #6 subcomponents are present and in operating condition, indicate OK. If a problem exists, indicate problem and state which subcomponent is defective or missing. Ensure that all components (hardware, software, and network) are checked and entered.
- § **Problem:** Identify the specific problem of the component or subcomponent.
- § **Action Taken/Current Status:** Indicate:
 - Whether the problem was corrected and who corrected it.
 - Whether the problem required help beyond on-site contractor capabilities and who was contacted.
 - Whether the problem was recorded in the MarineNet Help Desk application and VCAS if required.
 - Current status, whether operational, non-operational, or awaiting parts and expected time of repair or replacement.
- § **Name:** Identify the person who performed the preventive maintenance or identified the problem.



FIGURE A-1: SAMPLE LRC/DLRC/AEC/VT CENTER MAINTENANCE LOG



APPENDIX B: MAINTENANCE PROCESS

The MCDLP currently has a two tier maintenance concept. Figure B-1 provides a summary of the MCDLP two tier maintenance process for the LRC, Figure B-2 depicts the AEC two tier process; Figure B-3 shows the VTT process, Figure B-4 the CDE process, and Figure B-5 the DLRC maintenance process.

On-site CLS personnel conduct initial troubleshooting of the LRC, AEC, DLRC, and VTT equipment to determine types of problems (i.e., hardware, software, or user). All problems should be entered into the MarineNet Help Desk. If a hardware problem occurs, on-site personnel contact the appropriate vendor or designated help desk and follow instructions received from the help desk. Contracts issued for all locations by the Program Manager, Information Technology (PM-IT) for servers and personal computers utilize a toll free telephone support hotline that is staffed 24 hours per day, seven days per week. Additionally, warranty responses occur within 24 hours of CONUS submission and within 72 hours for submission OCONUS. The MCDLP obtains three-year warranties on PCs procured through the PM-IT. CDE problems are forwarded to the DLNOC for resolution. On-site CLS support may be required for initial troubleshooting or replacement of the CDE equipment.

All software on the CDEs, Internet, DLRCs, and LRCs must be tested and approved by the MCDLP before being loaded on DL assets. Software and courseware on the CDEs are centrally managed at the DLNOC. All CDE and Internet software and courseware are tested at this central site before downloading to the CDEs or Internet system. Commands having AECs are strongly encouraged to have all application or courseware software tested at the Naval Air Systems Command Training Systems Division (NAVAIR TSD) before loading it onto the AEC classroom equipment. MCDLP is not responsible for providing technical support to maintain and resolve problems with application courseware beyond the MCDLP software baseline.

If a software problem occurs, on-site personnel evaluate whether the problem is attributable to the system software, user application, LMS, or courseware. If the problem is courseware related, then on-site personnel elevate the problem to the DLNOC via the Help Desk application. The DLNOC analyzes the problem and determines whether it requires further elevation to the DLC. The DLNOC determines if courseware problems are related to the content or the courseware. If it is a content problem, then the DLC content manager contacts the appropriate school for the course. If the problem is software related, then the DLC content manager contacts the courseware developer through appropriate contracting offices.

The MarineNet Help Desk LMS support personnel evaluate problems related to the LMS. The LMS support staff determines whether the problem is mission critical or routine. Currently, the LMS maintenance contract is held with International Software Systems, Incorporated (ISSI). Mission critical requests are forwarded to ISSI with courtesy copy emails to the Configuration Control Board (CCB) chairperson and the technical director. Routine requests are collected, evaluated by the LMS support staff in the DLNOC, and presented to the CCB on a quarterly basis for review and approval/disapproval. The results of the CCB meeting are forwarded to the maintenance contractor for action. For each software release, the maintenance contractor shall



provide release notes, installation instructions, and a listing of known bugs that still exist including an explanation of when they will be addressed.

VTT equipment is covered under an extended warranty funded by the DLC through the NETC. All the VTT equipment-related warranty issues are to be directed and reported to the NETC via VCAS. The POCs and associated phone numbers for all MCSEN sites are provided in VCAS. At designated locations, a CLS VTT technician shall provide support and assist in the operation, maintenance, and scheduling for the VTT center(s), as directed. At sites without a CLS VTT technician, the local Base Education Center or designated representative has agreed to perform all tasks associated with operation, maintenance, and video scheduling. After the initial identification of a problem, the CLS VTT technician or the Education Center representative will submit a support request to the MarineNet Help Desk and VCAS. If the problem or outage cannot be resolved via phone by the video hub technician, then the RTE is dispatched to the site for issue resolution. The RTE may repair or replace suspected faulty components as needed, bringing the system to an operational status. The RTE completes an Standard Form (SF) 1149 (see Appendix P) depicting the maintenance transaction if a serialized item is replaced, and a signed copy is provided to the IDLC or the designated property book holder for appropriate property book accountability. The NETC RTE will provide initial operator and limited technical training for the CLS personnel. At locations without CLS support, MCSEN operator training will be provided via the NETC RTE.

On-site DL personnel record all major hardware and software problems in the MarineNet Help Desk application for historical and statistical analysis. If on-site personnel experience problems with receiving warranty support for the LRC or the DLRC equipment, then they are to notify the warranty manager at Marine Corps Logistics Base (MCLB), Albany, NY.

All DLRC assets assigned to the Marine Corps Base (MCB) will be owned and controlled by the base Training and Education/Operations and Training (T&E/O&T) office. The base will store the equipment in a storage or work area equipped with lights, power, and Heating, Ventilation, and Air Conditioning (HVAC). The DL CLS contractor will use this area to maintain and configure the DLRC equipment.

The deploying unit will coordinate with the base T&E/O&T office to reserve DLRC systems. Upon deployment notification, the CLS contractor will request hard drives, if required, from the DLNOC, power up the system, test each equipment component, and ensure that the system is working. If faulty equipment components are found, then the CLS contractor will take steps to have the equipment repaired as defined in the MCDL Integrated Logistics Support Plan (ILSP). Once an operational DLRC system has been tested and approved by the CLS contractor, it will be repacked into transit cases for transport.

The deploying unit will return the DLRC systems to the base T&E/O&T office when they return to home base. The CLS contractor will set up and power on the system. Each equipment component will be tested. If faulty equipment components are found, then the CLS contractor will take steps to have the equipment repaired as defined in the MCDL ILSP. The CLS contractor will remove all hard drives and ship them back to the DLNOC where they will be reloaded with baseline software and the current complement of courseware. Once an operational



DLRC system has been tested and approved by the CLS contractor, it will be repacked into transit cases and stored.

The maintenance process for AECs is similar to the processes used for the MCDL unless the problem is attributable to AEC-specific software (courseware or application). In this case, then the NAVAIR TSD works to resolve the problem.

The NAVAIR TSD Help Desk can be reached at:

- § Defense Switched Network (DSN) 960-8620.
- § Commercial 407-380-8620.

The email address is:

- § helpdesk_etesso@navair.navy.mil.

The MarineNet Help Desk may be reached by phone at:

- § DSN 995-6049.
- § Commercial 301-995-6049.
- § 1 (888) 4DL-USMC (435-8762).

Hours of operation are:

- § Monday - Friday 0800 - 1900 Eastern Standard Time (EST).

Via the Web Site:

- § <http://lmshelp.scrb.navy.mil>.

Via email at:

- § lmshelp@scrb.navy.mil.

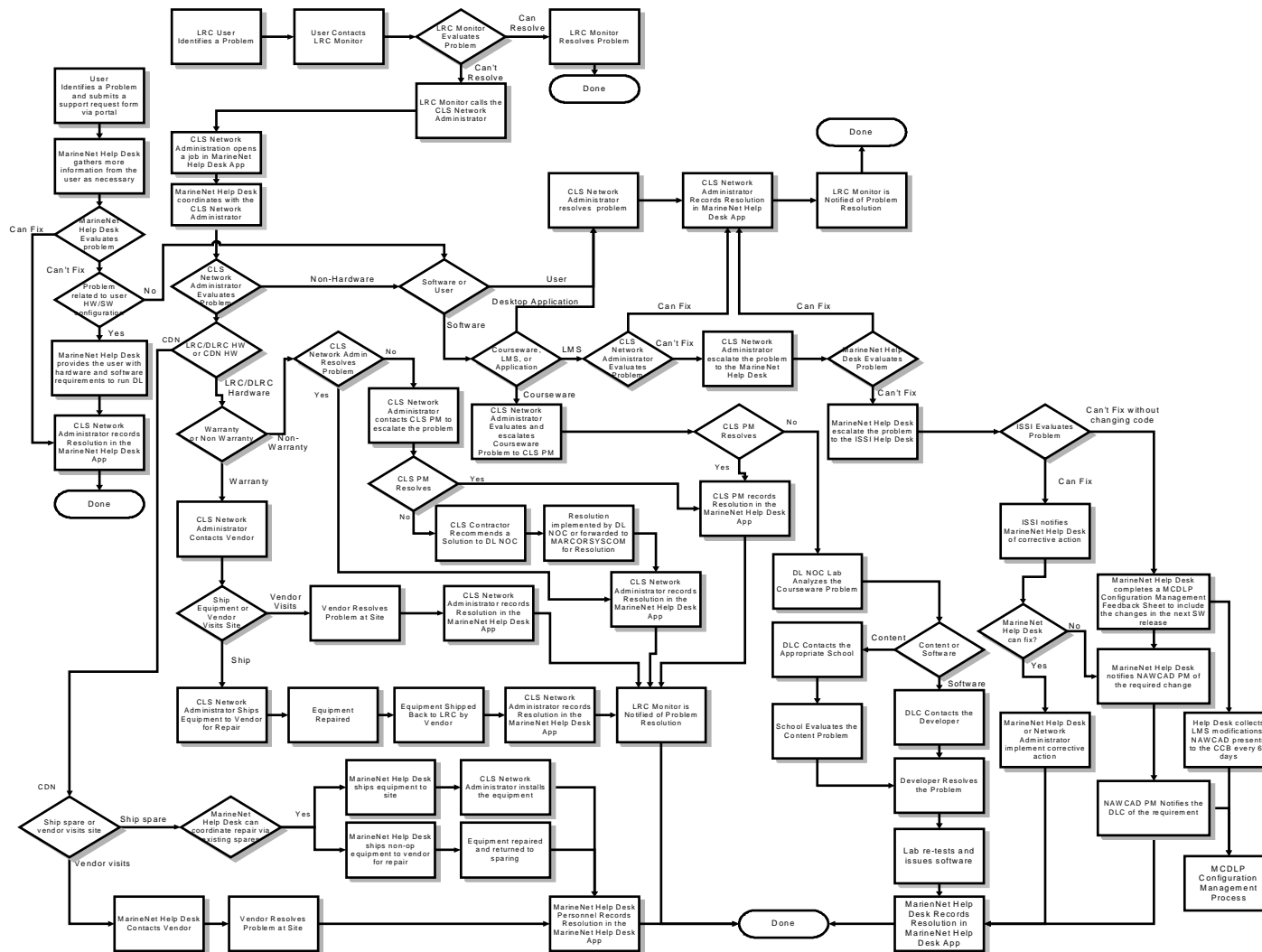
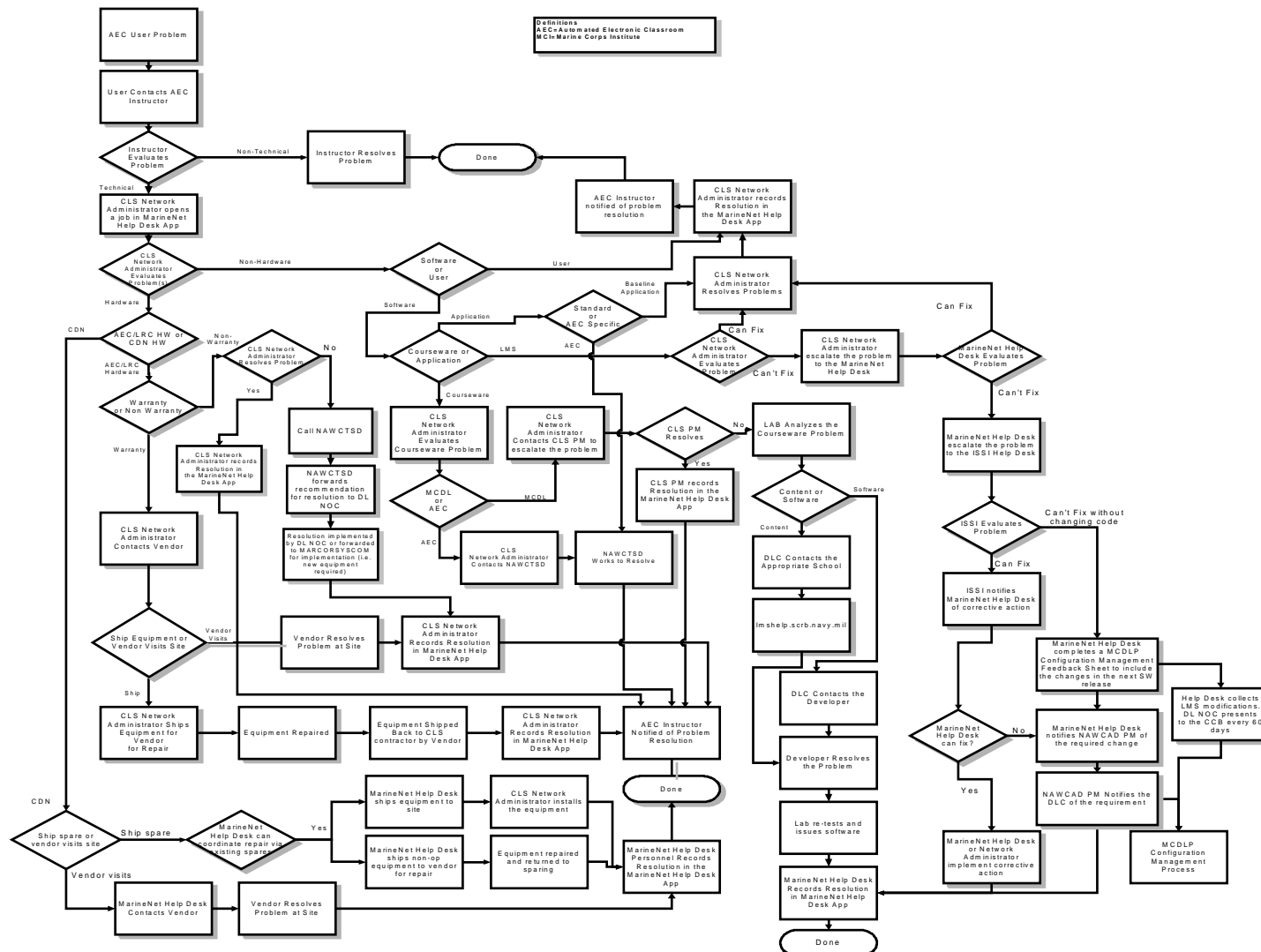


FIGURE B-1: MCDLP TWO TIER MAINTENANCE PROCESS



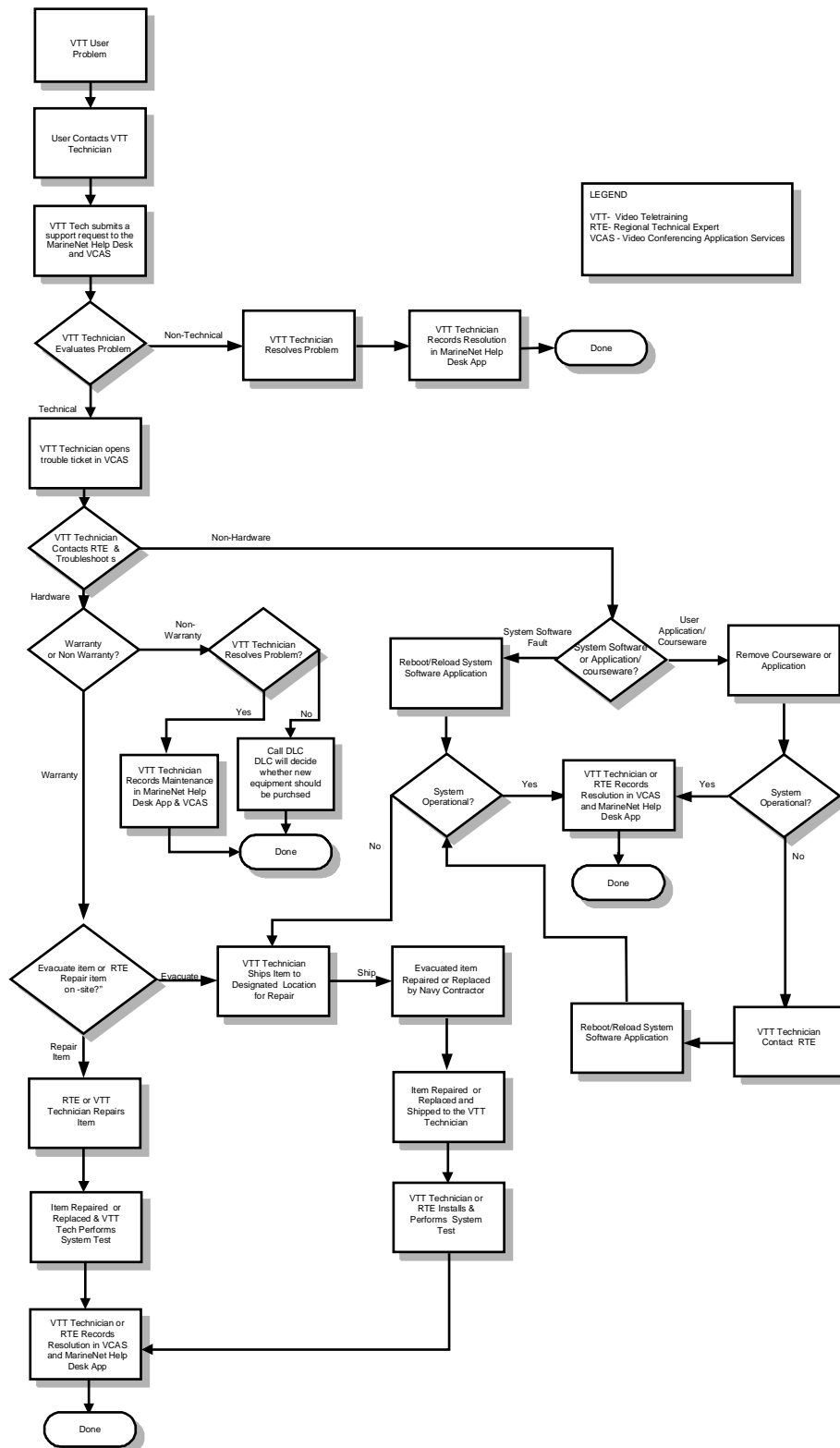


FIGURE B-3: VTT TWO TIER MAINTENANCE PROCESS

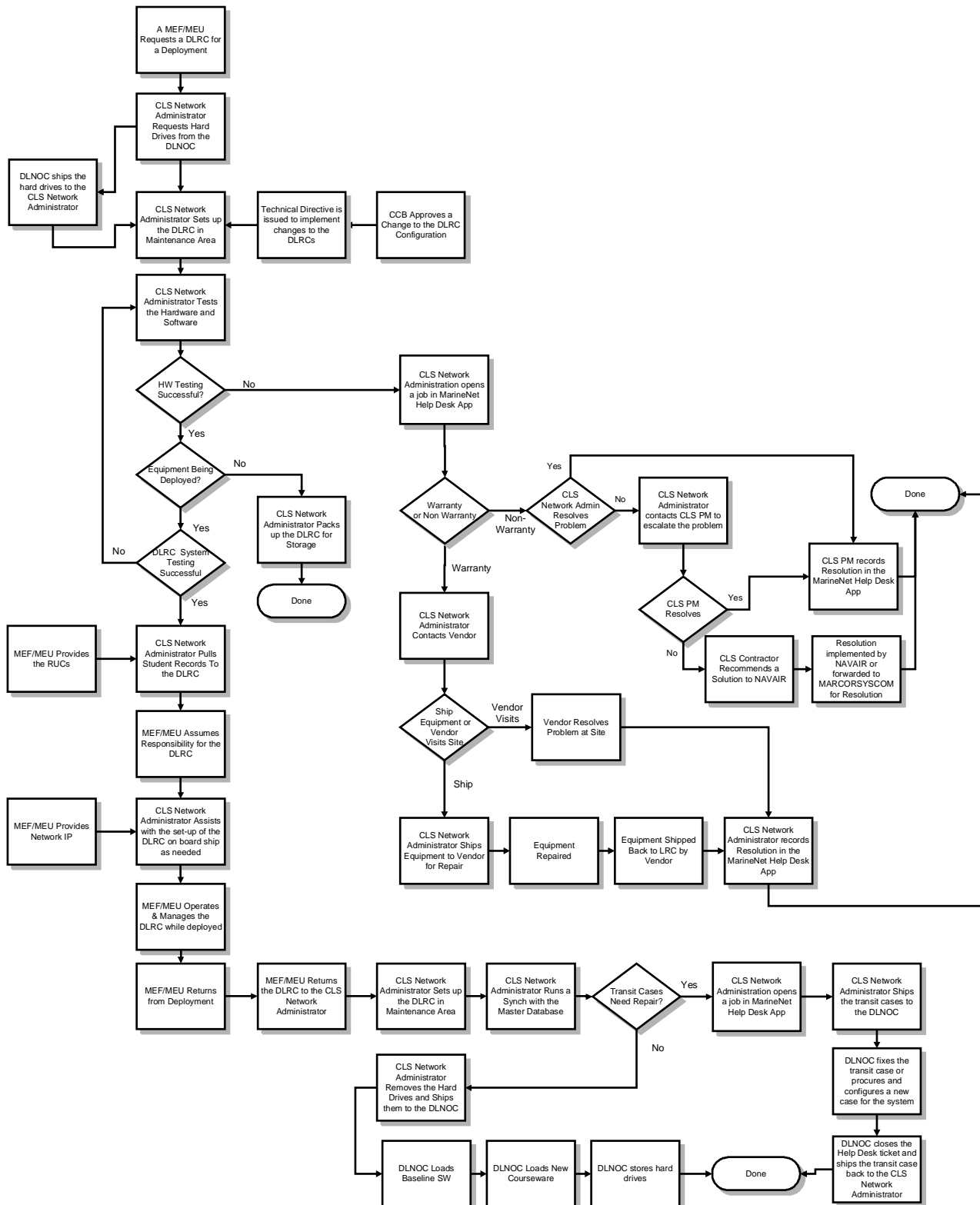


FIGURE B-5: DLRC MAINTENANCE PROCESS



APPENDIX C: MARINETNET TROUBLE CALL REPORTING

All base DL component (CDE, LRC, DLRC, AEC, and VTT) deficiencies and problems should be reported in the MarineNet Help Desk application. These reports establish a common database for detecting trends and recurring problems that may impact DL system performance.

To process a support request, the CLS support staff should access the Help Desk application at <http://lmshelp.scrib.navy.mil/dlnoc/logon.cfm> (see Figures C-1, C-2, C-3, and C-4). The help desk may be reached by phone at DSN 995-6049, commercial (301) 995-6049, or 1 (888) 4DL-USMC (435-8762) between the hours of 0800 and 1900 EST or via email at lmshelp@scrib.navy.mil.

Users may also send a Support Request Form (see Figure C-2) by selecting the link provided on the MarineNet Portal page (see Figure C-5). The MarineNet Portal page can be found at <http://www.marinenet.usmc.mil/portal>. The help desk will send out a confirmation email (see Figure C-6) to the user who submits a support request form.

Figure C-7 presents the MarineNet Help Desk Support Request Resolution Flowchart. A trouble call may also originate at the MCI Help Desk. Figure C-8 presents a flowchart that the MCI Help Desk will use to determine when to turn a trouble call over to the MarineNet Help Desk.

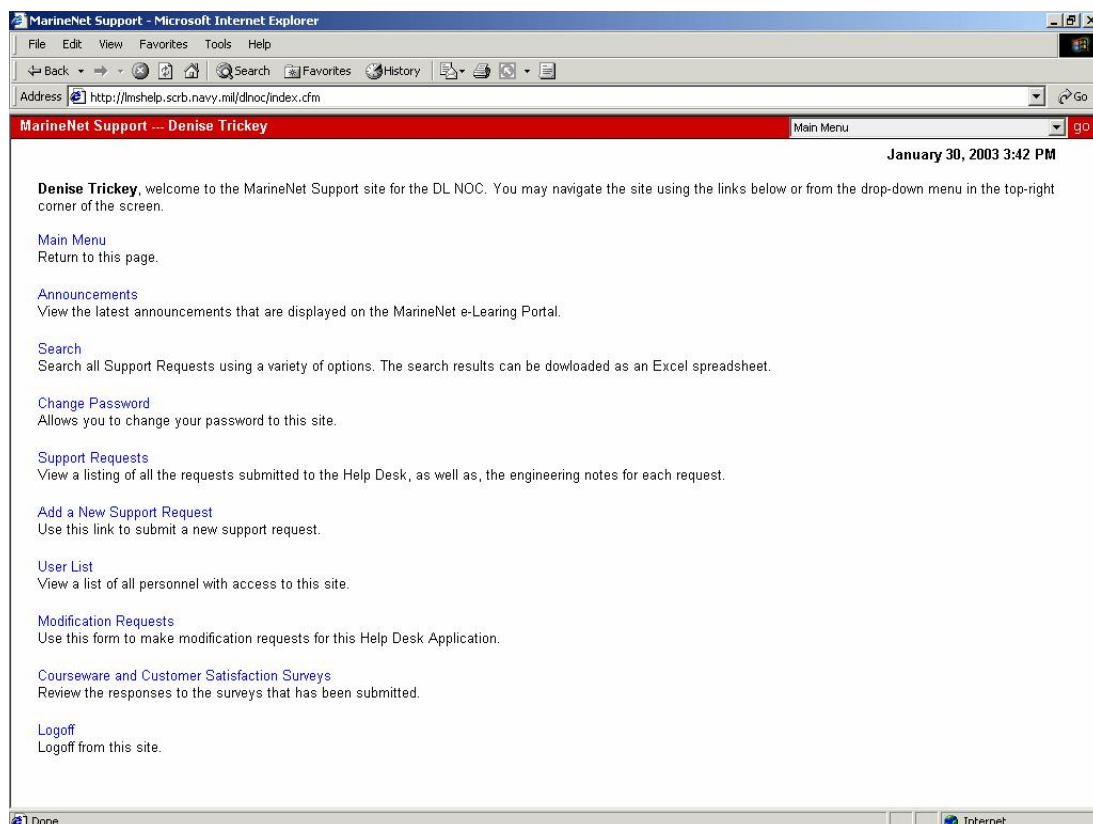


FIGURE C-1: MARINETNET SUPPORT HOME PAGE

**MarineNet Help Desk**

Welcome to the MarineNet e-Learning Help Desk.

If you have previously submitted a support request to the Help Desk, you may use the form below to view its status. Enter the Support Request ID, your first name and last name then click the submit button. Otherwise, you may [Click Here](#) if you would like to submit a new support request. Thank You.

Support Request ID: *
First Name: *
Last Name: *

* required fields

Enter a New Support Request

Type: ☒ Problem ☐ Comment

First Name: *

Last Name: *

Phone: *

E-mail:

Connection Type: 56k

Problem Type: Other

Location: Other

Course: Other

DL Asset Type: Other

Enter a
Detailed
Description:

* required fields

FIGURE C-2: ENTER A SUPPORT REQUEST



MarineNet Support - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://lms-help.scrib.navy.mil/dlnoc/index.cfm>

MarineNet Support --- Denise Trickey Main Menu go

Filter by Location Filter by User Filter by Status

Displaying 1 - 25 of 545 Requests: << < > >> jump to:

[Add a New Request](#)

ID	Date	Submitted By	Type	Status	Description
706	30-Jan-03	Jim Munroe	Other	Active	Please disconnect all TEPOPs from their respective base networks. Now that the CDN has been operationally stable for several months, the need to maintain the TEPOPs on line is no longer necessary. POC is Major Munroe at (703) 784-3511.
705	30-Jan-03	Marc Stecker	Course Catalog	Closed-Resolved	All "Business Management & Leadership Skills" (Skill Soft) courses appear to have disappeared from the catalog. (MCI and Smart Forces courses are still visible.) I can see the headings for the categories of Skill Soft courses but when I attempt to view the courses listed under the general headings, I receive the error: "Sorry, No courses match your search criteria" Quantico Net Tech: Marc Stecker Quantico SNA: Gordon Kirton
704	30-Jan-03	Mehl Bill	Other	Active	Site Survey to Ft. Leonardwood, MI Location is slated to receive 1 CDE.
703	30-Jan-03	Mehl Bill	Other	Active	Site Survey to MWTC in Bridgeport, CA. Coordinate with Base on performing a site survey for 1 CDE and a 10 PC LRC
702	30-Jan-03	Denise Trickey	Other	Active	SSgt Kilgore SSgt Jason A [mailto:KilgoreJA@15meu.usmc.mil] of the 15th MEU reports the following problem with the Linksys router in the DLRC. "The Linksys just seem to be getting their ass kicked by the quantity of traffic. They work great at first, but after about 10 days they start slowing down and sometimes they just quit working. I unplug it and plug it back in and it starts working again. The one that is currently plugged into the server will not work on a 100mb line, but plug it into a 10mb and it works great. I know that they are cost effective, and that is probably why they are being used, but maybe there should be 2 per server in case one dies. I am currently using one that was in a laptop case so I have plenty, but more in the future may be better."
701	30-Jan-03	Bill Mehl	Other	Active	Configure Firewall to allow Certeon (formerly Infolibria) into the 5.3 Content Commander with PC Anywhere.
700	29-Jan-03	Ronnie Perez	Software - LMS	Active	When opening a Learning Object a window pops-up stating, "LMS not Initialised". Pointer remains as a hour glass and clock at lower lefthand corner ticks away the seconds. Thanks Ronn
699	29-Jan-03	ALBERTO PETERSON	Account Locked Out	Closed-Resolved	
698	29-Jan-03	Mary Whitesell	Course Catalog	Closed-Resolved	I keep a list of M.C.I.'s that are accredited by A.C.E. in the LRC for Marines that are interested in college. Periodically I check to see if there have been updates. The MCI ONLINE website has listed multiple MCI's that are now accredited. These same MCI's (https://www.mci.usmc.mil/studentaccess/enroll.asp) are listed as not accredited on

Internet

FIGURE C-3: LISTING OF SUPPORT REQUESTS



[Return to all requests](#)

SUPPORT REQUEST #121 INFORMATION			
Name:	John Doe	Date:	02-07-2002 11:32 AM
Location:	Quantico/MCB Quantico LRC	Browser Type:	MSIE 6
Type:	Problem	Client IP Address:	10.254.2.2
Phone:	111-123-1234	Proxy IP:	N/A
E-mail:	webmaster@scrb.navy.mil	Proxy Name:	N/A
Problem Type:	Audio/Video	Operating System:	Win2000
DL Asset Type:	LRC	Course:	THE MARINE MARKSMAN(WEB)
Description:	I cannot hear the audio or view the video in the Marine Marksman course		

DL LAB DIAGNOSIS	
Status:	<input type="text" value="Closed-Resolved"/>
Assigned:	<input type="text" value="Johnson, Tim"/>
Level:	<input type="text" value="Level 2"/>
Modified:	02-19-2002 02:22:00 PM by James Taylor
Engineering Notes:	01-05-2001 12:00:00 AM by James Taylor verified user had the required plugins installed
	02-13-2002 10:26:00 AM by Tim Johnson Contacted user, he needs to upgrade to realplayer 8
	<input type="text"/>
Email Assigned Staff	<input type="checkbox"/>

FIGURE C-4: SUPPORT REQUEST DETAILS

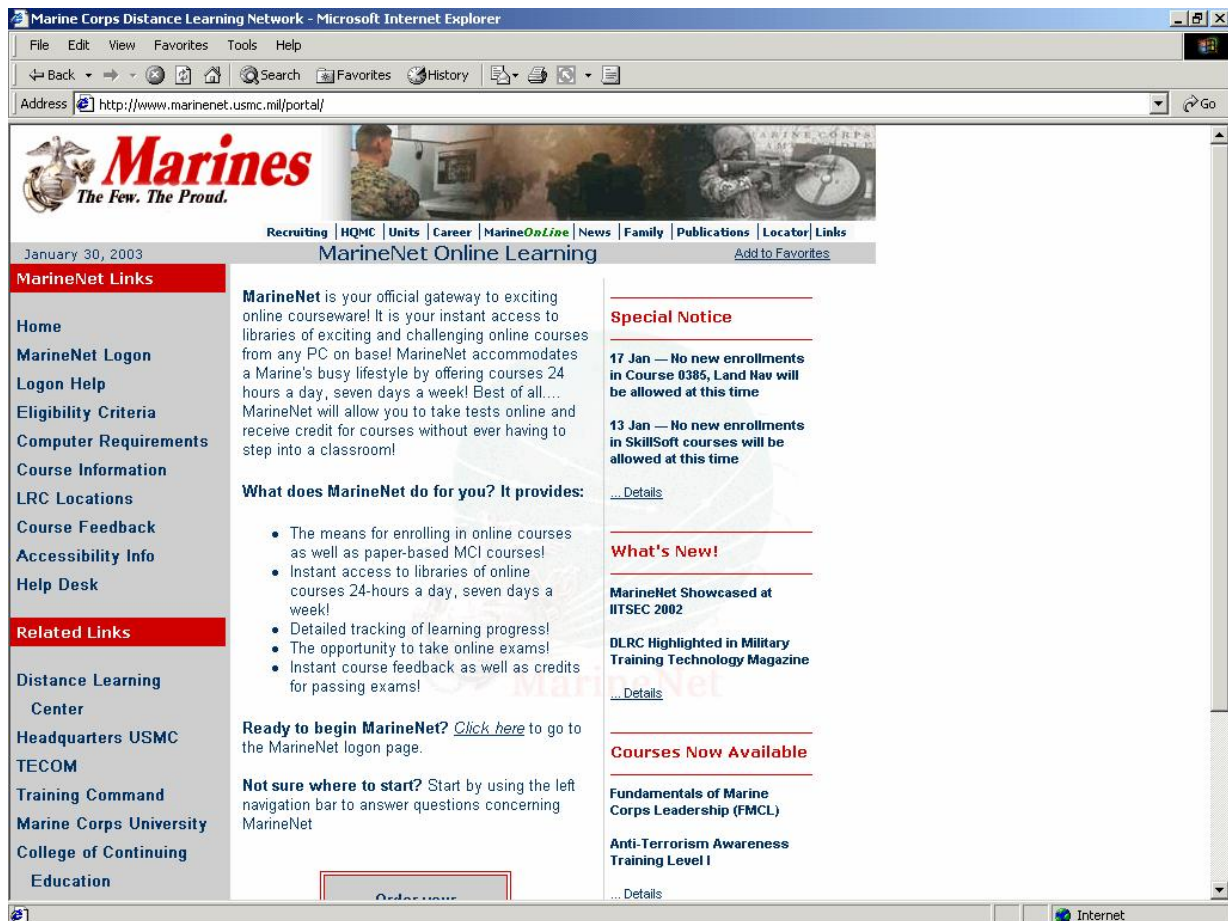


FIGURE C-5: MARINETNET PORTAL PAGE

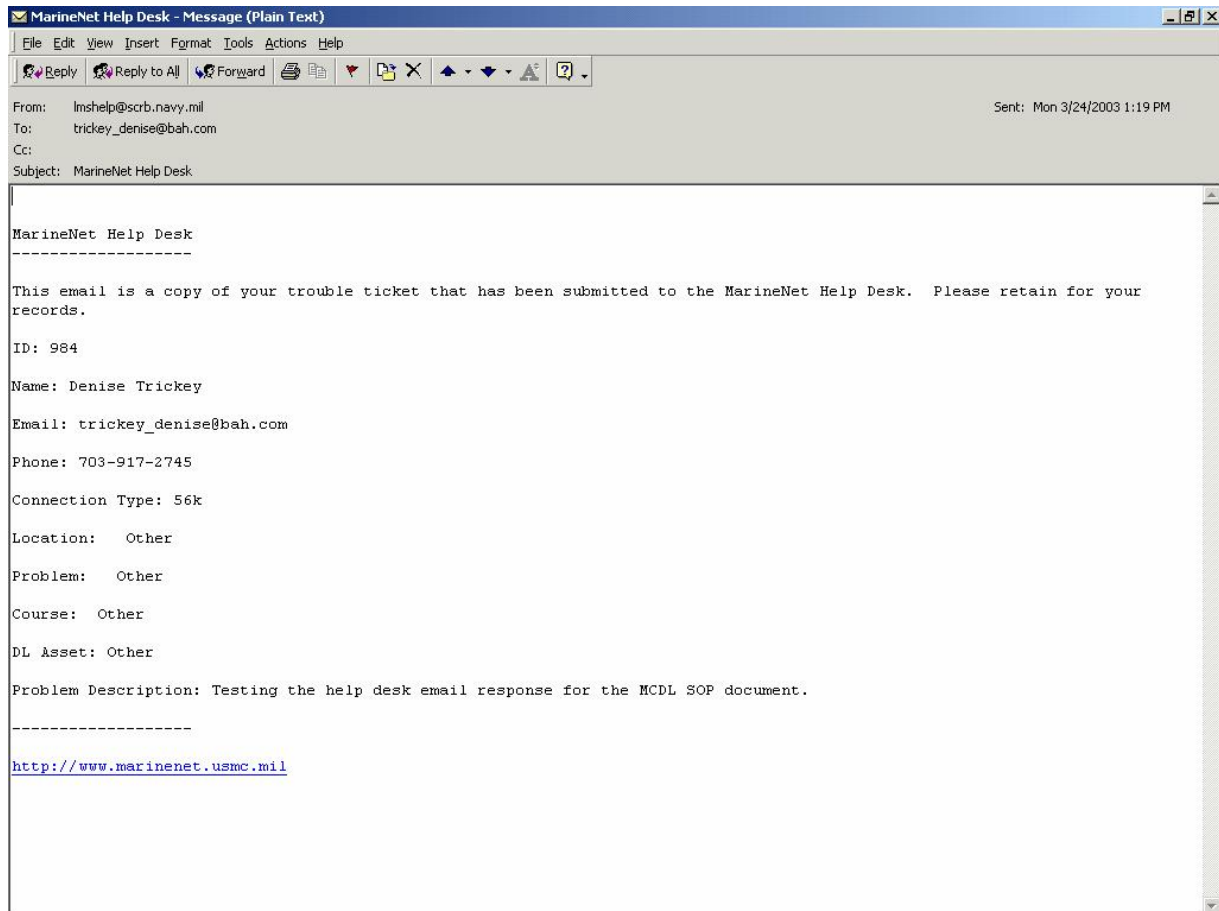


FIGURE C-6: CONFIRMATION EMAIL

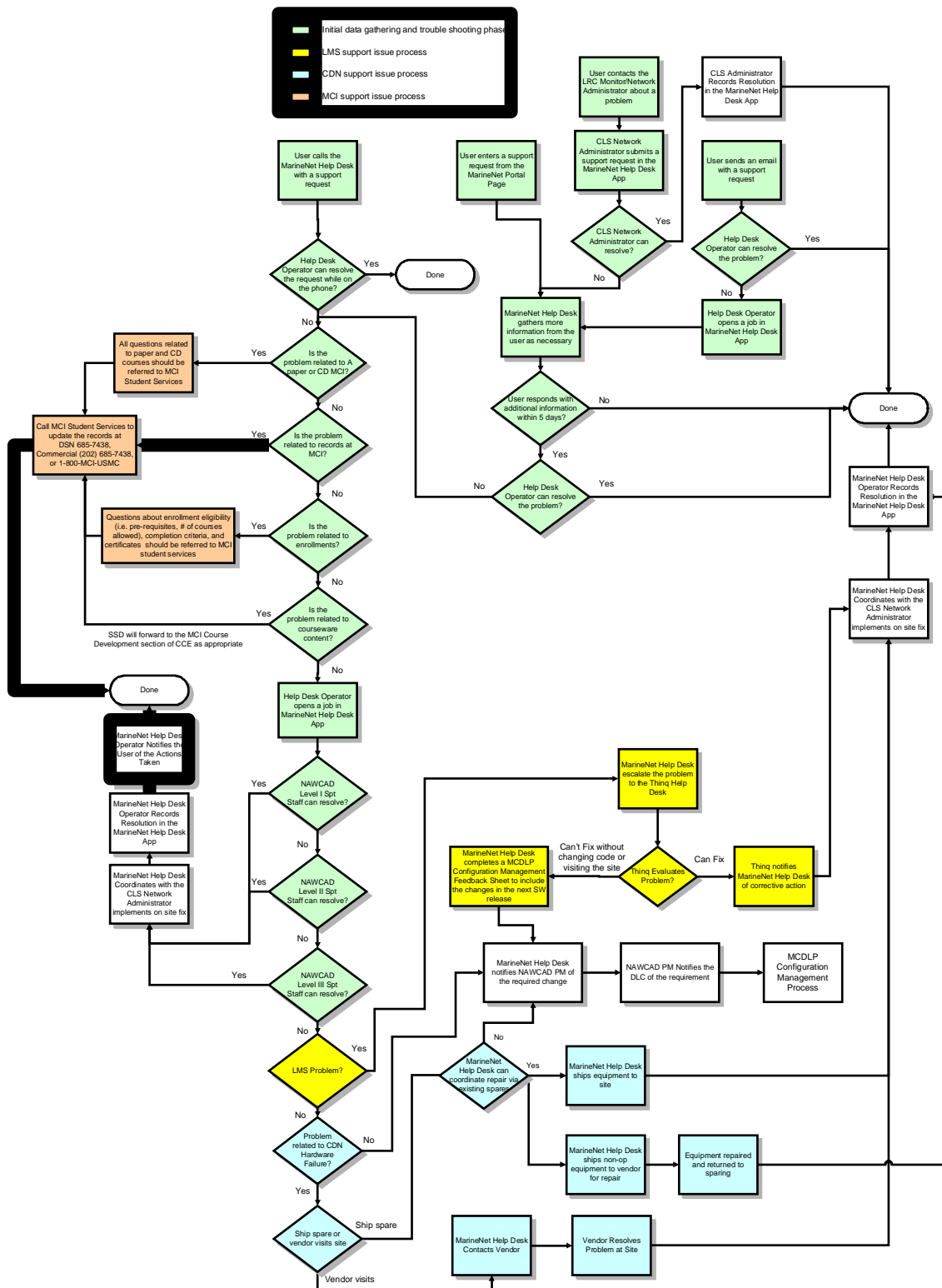


FIGURE C-7: MARINETNET HELP DESK SUPPORT REQUEST RESOLUTION FLOWCHART

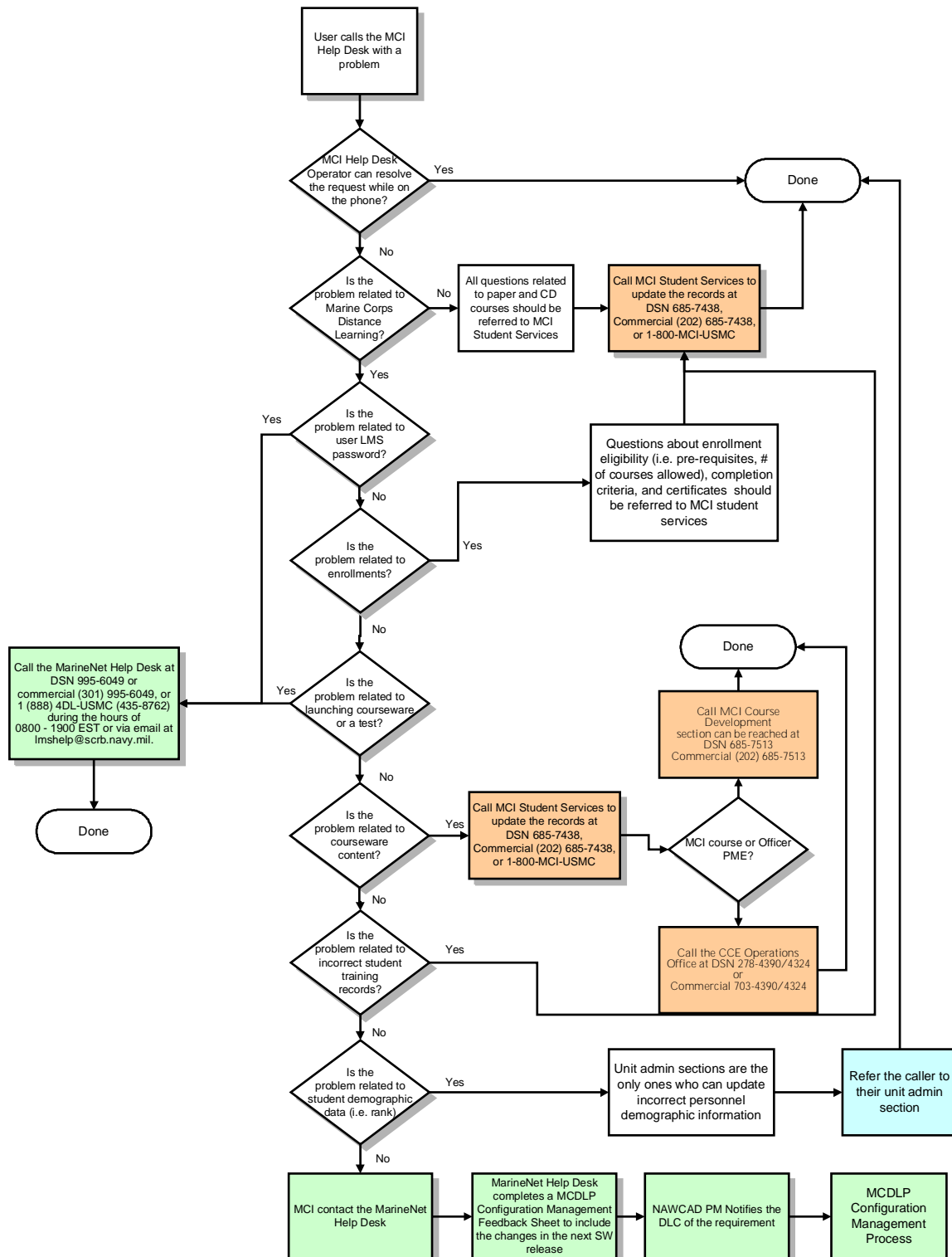


FIGURE C-8: MCI HELP DESK SUPPORT REQUEST RESOLUTION FLOWCHART



APPENDIX D: VIDEO CONFERENCING APPLICATION SERVICES (VCAS) TROUBLE REPORTING

All VTT deficiencies and corrective actions should be reported in both the MarineNet Help Desk application and in VCAS. VCAS can be found at www.vtcmanager.com. Figure D-1 depicts the VCAS login page, and Figure D-2 displays the VCAS Trouble Ticket Resource Entry Screen. Figure D-3 displays the Resource/Equipment Trouble Query Screen.

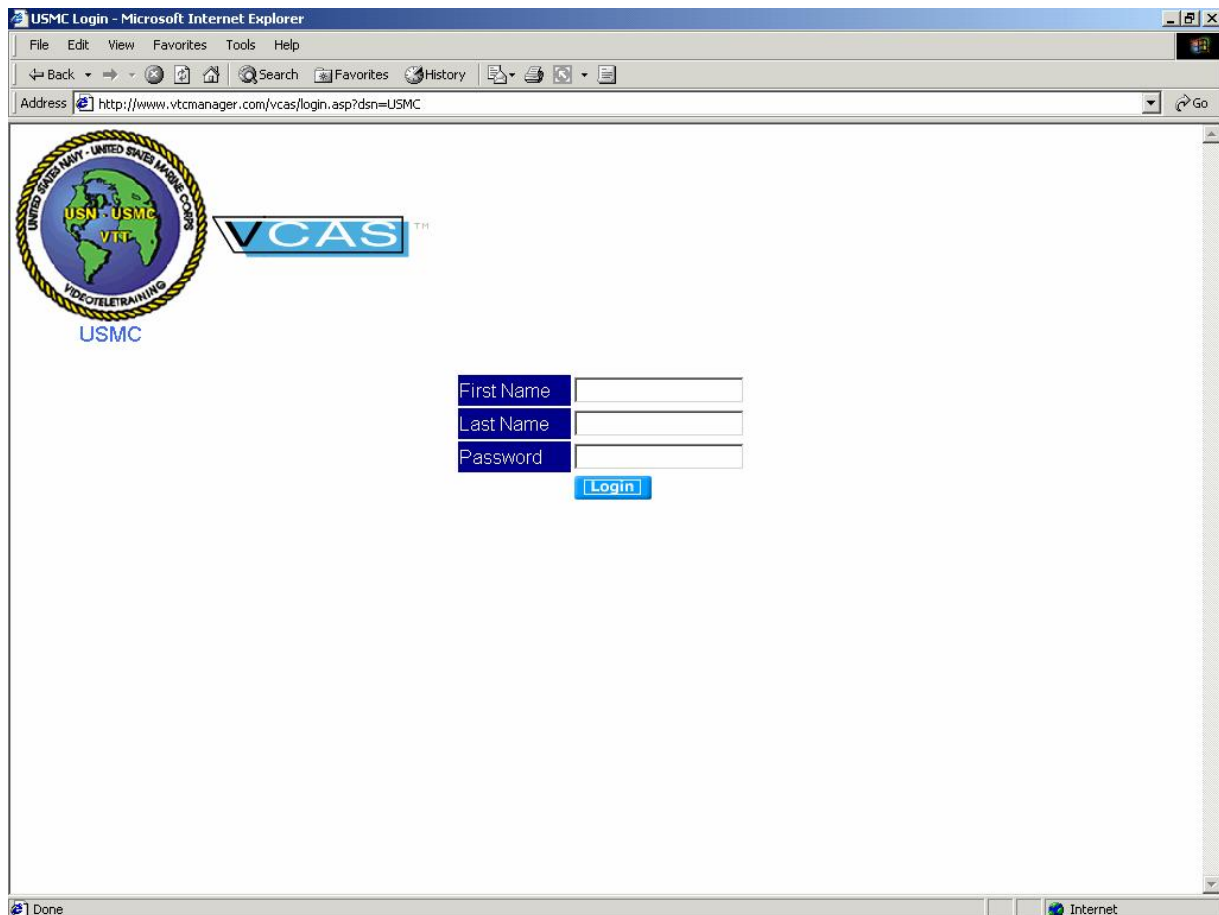


FIGURE D-1: VCAS LOGIN PAGE



Video Conferencing Application Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print

Address <http://www.vtcmanager.com/vcas/vcasmain.htm> Go

Locations Schedule Users Admin Share Network Support

AGT

Trouble Ticket Resource Entry

Trouble Resource Entry

Please select the resource you are having problems with:

Resource Selection

Resource name

Submit

Done Internet

FIGURE D-2: VCAS TROUBLE TICKET RESOURCE ENTRY



Video Conferencing Application Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Search Favorites History Print Copy Paste Address http://www.vtcmanger.com/vcas/vcasmmain.htm Go

Locations Schedule Users Admin Share Network Support

AGT

Resource/Equipment Trouble Query

Trouble Ticket Num

Resource Selection

Resource Name

Assigned To

Organization

Open Tickets ☒ Closed Tickets ☐ All Tickets ☐

Enter a Date Range

January, 1995

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Today: 3/31/2003

June, 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today: 3/31/2003

Submit

Submit

Done Internet

FIGURE D-3: RESOURCE/EQUIPMENT TROUBLE QUERY



APPENDIX E: DISTANCE LEARNING (DL) FACILITY CONFIGURATION MANAGEMENT (CM) REPORT

Each DL Facility is configured with a precise number and type of hardware, software, communications, and facility support components. Operating collectively, these components are configured to provide a specific training and education capability. Component specifications, functions, and configurations are captured in the CM Baseline. The Baseline must be maintained to ensure the DL systems retain the capability to meet anticipated training and education requirements and remains secure from intentional and malicious modification.

As facility components are replaced due to malfunction, breakage, theft, or system upgrade, it is essential that replacement components conform to the specifications contained in the CM Baseline.

The network administrator uses the MCDL CM Feedback Sheet (see Figure E-1) to inform the CLS COR of any changes in facility configuration. The COR will then forward a report of changes to the IDLC.



MARINE CORPS DISTANCE LEARNING CM FEEDBACK SHEET		
1.	Originator's Name and Address	Date of Report: Report Number:
PROBLEM		
2a.	Description of Problem	<input type="checkbox"/> Proposed <input type="checkbox"/> Configuration <input type="checkbox"/> Change <input type="checkbox"/> Discrepancy
2b.	Lowest Assembly Affected	
2c.	Effect on System/Equipment Operation	
2d.	Effect on Associated System(s)/Equipment	
2e.	Effect on Production Delivery Schedule	
SOLUTION		
3a.	Description of Solution	
3b.	Impact on System/Equipment Operation	
3c.	Added Work (Include Retest)	
3d.	Deleted Work (Include Work Already Performed)	
3e.	Interface with other Systems/Equipment and Activities	
OTHER CONSIDERATIONS		
4a.	Estimated Cost Savings (If Known)	
4b.	Logistics Supportability and Material Availability Problems	

FIGURE E-4-1: MARINE CORPS DISTANCE LEARNING CM FEEDBACK SHEET



APPROVAL			
5a. Submitting Activity Signature	5b. Title		
5c. Using Unit Recommendation			
Forwarded Recommending Approval <input type="checkbox"/>	Disapproved <input type="checkbox"/>	Date: _____	
5d. User Representative Recommendation			
Forwarded Recommending Approval <input type="checkbox"/>	Disapproved <input type="checkbox"/>	Date: _____	
5e. CCWG Recommendation			
Recommending Approval <input type="checkbox"/>	Recommend Disapproved <input type="checkbox"/>	Date: _____	
5f. CCB Approval/Disapproval			
Approval <input type="checkbox"/>	Disapproved <input type="checkbox"/>	Date: _____	

FIGURE E-1: MARINE CORPS DISTANCE LEARNING CM FEEDBACK SHEET (CONTINUED)

**APPENDIX F: LEARNING RESOURCE CENTER (LRC) MONTHLY UTILIZATION REPORT**

LRC MONTHLY UTILIZATION REPORT			
Date:			
To:	Base DL Network Administrator		
From:		LRC #:	
(LRC Monitor's Name)			
OPERATIONAL DATA			
Total Number of Facility Users:		_____	for _____ (Month)
Total Number of Facility User Hours:		_____	for _____ (Month)
MAINTENANCE DATA			
Number of computer workstations requiring maintenance:			
Number of computer workstations unserviceable for a week or more:			
COMMENTS/RECOMMENDATIONS			
(Signature of LRC Monitor)			

FIGURE F-1: LRC MONTHLY UTILIZATION REPORT



APPENDIX G: COURSEWARE AVAILABILITY LIST

AVAILABLE COURSEWARE				
COURSEWARE NAME	# OF COPIES	SOURCE:	MOS TARGET POPULATION AND GRADE LEVEL	CD/DISK/SERVER
		DLC/FORMAL SCHOOL/MCI/MCU/ OTHER		

FIGURE G-1: COURSEWARE AVAILABILITY LIST

**APPENDIX H: CORRECTING MINOR HARDWARE FAULTS**

The LRC monitor may perform minor troubleshooting as approved by the network administrator. Table H-1 contains troubleshooting actions the LRC monitor may perform. If these actions do not resolve the problem, then the LRC monitor requests assistance from the network administrator.

TABLE H-1: CORRECTING MINOR HARDWARE FAULTS

PERSONAL COMPUTER AND MONITOR	
PROBLEM	CORRECTIVE ACTION
No Picture.	Check that the Power Switch and Computer Power Switch are in the ON position.
Power light emitting diode (LED) is not lit.	Check that Power Switch is in the ON position. Check that the power cord is correctly connected.
Image on monitor is not centered, too small, or too large.	Adjust Horizontal or Vertical Size or Horizontal or Vertical Position to get the proper image.
Complete computer system fails to operate or nothing operates on the computer.	Check all power connections.
Mouse does not work.	Check that the mouse connection is firmly seated in the computer mouse connection port.
Monitor is blank, but the computer is on.	Strike a key to deactivate a blank screen saver. Check that the monitor system is turned on and has power to it. Adjust the Brightness and Contrast settings.
HEADPHONES	
PROBLEM	CORRECTIVE ACTION
No Sound.	Ensure the headphones are plugged into the correct jack on the sound card. If still no sound, then check the multimedia volume level found under the windows NT accessories. Adjust the master volume of the Play Control.
No sound after adjusting Play Control.	On the Play Control window for Windows 2000, adjust the appropriate volume control for the source of the sound, Wave, Midi, CD Audio, or Line In.
PRINTERS	
PROBLEM	CORRECTIVE ACTION
Printer does not work and there is no power.	Check cable connections.
Paper jam.	Refer to applicable manual.



APPENDIX I: LEARNING RESOURCE CENTER (LRC) PREVENTATIVE MAINTENANCE (PM) TASKS

The LRC monitor will perform PM on computer workstation and printer components. Maintenance required beyond the items listed in the table below or described in applicable user's guides or manuals should be reported to the network administrator for action.

TABLE I-1: LRC PREVENTIVE MAINTENANCE TASKS

MULTIMEDIA COMPUTER WORKSTATION:	
Prevention	Avoid contaminating the keyboard, mouse, monitor, and Central Processing Unit (CPU) with food or liquids.
NOTE: No food or beverages are permitted in Distance Learning facilities.	
Keyboard	Use compressed air to blow out the keys or vacuum around the keys.
Mouse	<p>When the mouse is functioning poorly, clean the ball.</p> <ul style="list-style-type: none"> § Shut off the computer. § Remove the ball from the mouse and wipe with a clean cloth. § Remove any dust from the ball well. § Return the ball to the mouse and secure. § Use a cap from a pen to remove any deposits from the rollers in the ball well.
CPU	Check the fan outlet. Ensure dust does not clog the outlet.
Exterior Surfaces	Clean the exterior with a soft cloth moistened with water or non-abrasive cleaner.
Monitor	Clean the display with a soft cloth moistened with water. Dry with a soft cloth.
LASER PRINTER MAINTENANCE:	
Toner	<p>When printer toner is low, printer will display message. If toner cartridge is shaken gently, then the printer may continue to function for a short period. Replace the toner cartridge with a spare when required.</p> <p>Inspect printer connection cables to ensure they are securely fastened.</p>
Exterior surfaces	Clean the exterior with a soft cloth moistened with water or non-abrasive cleaner.
Interior surfaces	Clean the inside with a dry, lint-free cloth.
CAUTION!	Do not use ammonia-based cleaners on or around the printer. Be careful to not touch the transfer roller (the black, rubber roller, usually located underneath the toner cartridge). Skin oils on the roller can cause print quality problems. Do not reach too far into the printer. The adjacent fusing area might be hot. To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.



TABLE I-1:LRC PREVENTATIVE MAINTENANCE TASKS (CONTINUED)

PREVENTIVE MAINTENANCE FOR THE FOLLOWING ITEMS IF PRESENT IN THE LRC	
Fax/Copier/Scanner Maintenance	Clean the exterior with a soft cloth moistened with water or nonabrasive cleaner.
CAUTION!	Do not touch the copper contacts or the ink nozzles of the ink cartridge. Fingerprints may damage them.
Video Cassette Recorder (VCR) Maintenance	Clean the exterior with a soft cloth moistened with water or non-abrasive cleaner.
NOTE:	This sample PM list is not all-inclusive. The intent is to have the LRC monitor perform user-type maintenance tasks. The DL network administrator performs the more technical aspects of LRC systems maintenance.



APPENDIX J: LEARNING RESOURCE CENTER (LRC) MONITOR FIRST-LEVEL SOFTWARE MAINTENANCE

Perform the “Disk Cleanup” tasks outlined in table J-1 below to delete lost file links weekly or as necessary.

TABLE J-1: DISK CLEANUP TASKS

DISK CLEANUP	
1. Follow steps:	
(a) START	
(b) PROGRAMS	
(c) ACCESSORIES	
(d) SYSTEMS TOOLS	
2. Double click on the command DISK CLEANUP .	



APPENDIX K: LEARNING RESOURCE CENTER (LRC) PATRON ORIENTATION BRIEFING

The information presented in this outline is standard operating information for LRC patrons. Local information/requirements may be added as required.

1. Introduction.

- a. Welcome to: _____
- b. I am _____, the LRC monitor. My duties are to operate this facility. They include:
 - (1) Assisting you in using all available DL systems within the facility.
 - (2) Providing you with the appropriate courseware, or assisting you to access the courseware.
 - (3) Acting as a testing proctor for exams administered online.
- c. While you are here, I will make every effort to help you and to reduce distractions that will impede learning, **BUT** please understand I am not an instructor. That is the job of the proponent school. I will tell you how to contact them should you need some assistance.

2. This LRC is a MCDL facility. It is designed to support your training and education with quality standardized training media.

- a. Distance Learning provides on-line training for all Marines. You can complete courses at any Marine Distance Learning Resource Center at your own pace. The current listing of WEB courses can be obtained from the on-line catalog. If you received a paper-based examination, you will be required to turn in the unopened test package prior to being allowed to take the test on-line. If your end-of-course exam is to be administered on-line, then I will act as proctor and you will receive your score shortly after completion.
- b. The courseware is computer-based multimedia. It may contain full motion video, enhanced audio, and video graphic presentations to provide training in the most effective manner. This training media has many advantages over traditional self-study and correspondence methods. It makes teaching points easier to understand, facilitates the learning process, and reduces training time.

3. The facility will be open from ____ hours to ____ hours daily for your use.

Exams will be administered/proctored from _____ hours to _____ hours.



4. The uniform for on-duty military personnel is _____. The dress for off-duty military and others is _____.
5. All patrons must sign in and out daily on the log at the LRC monitor's station.
6. All LRC users are required to adhere to the following rules:
 - a. Do not bring food or drink into the LRC. Indicate where the break area is located and what refreshments are available.
 - b. Do not bring unauthorized personnel into the facility.
 - c. Use only the courseware from the network, CD-ROM or floppy disks provided in the LRC or courseware approved for use by the LRC monitor.
 - d. Do not place adult or distasteful material on a workstation. Using adult content material on Government computers is against Federal laws.
 - e. Do not remove any equipment or DL courseware from the facility.
 - f. You may remove floppy disk copies of course material and your classroom work from the LRC as authorized by instructions found on the courseware or by the LRC monitor.
 - g. You may remove print material provided by the course proponent or the LRC as approved by the LRC monitor.
7. Violating LRC rules can result in UCMJ or civil court action and loss of LRC privileges.
8. Each of you will be assigned to a workstation.
 - a. The workstation provides you access to DL courseware.
 - b. When you enroll for a course, MarineNet will automatically update your MCI status. After you launch the course, the multimedia courseware will come on-line. Once underway, you may complete the entire course or log out and complete the course at a later time. MarineNet has a bookmark feature to allow the course to be completed in one or many sessions.
 - c. Other patrons may be assigned to the same workstation. Therefore, you must complete training within the time allocated to you at the workstation.
 - d. Do not change workstation settings or download anything to the hard drive. Your workstation procedure guide contains workstation computer operation guidelines. It is available for your reference and use.
 - e. Do not switch workstations without the LRC monitor's permission and without changing your workstation number on the sign-in log.



9. During training you are expected to:
 - a. Maintain order. Respect the rights of other facility users.
 - b. Access courseware from the network or as provided by the LRC monitor.
 - (1) You will be expected to complete lessons, modules, and phases as prescribed by the courseware instructions.
 - (2) Notify the LRC monitor of any problems with the courseware.
 - c. Contact the proponent school if you have questions about the course content or require assistance from an instructor. Your courseware instructions tell you how to do this.
 - d. **DO NOT troubleshoot the system.** If you have a problem operating the courseware, or if there is an equipment failure, stop work and request assistance from the LRC monitor.
10. If you have any questions regarding your progress or grades, contact the proponent school as described earlier.
11. When you finish training:
 - a. Close all Internet windows and Office applications. **DO NOT perform a computer shutdown.**
 - b. Log off the LRC network and/or remove the CD-ROM or floppy disk from the computer and return it to the LRC monitor.
 - c. Remove personal effects from the area.
 - d. Clean your work area.
 - e. Notify the LRC monitor that you are departing.
 - f. Sign-out on the LRC/VTT Sign-in/Sign-out Log.
12. Do you have any questions?

**APPENDIX L: LRC/VT CENTER SIGN-IN/SIGN-OUT LOG**

LRC/VT CENTER SIGN-IN/SIGN-OUT LOG							
I understand that Federal law and United States Marine Corps Regulations limit using Learning Resource Center equipment. The sole purpose of this facility is training. This equipment and Internet access is strictly monitored. Using this equipment or Internet access inappropriately will result in immediate loss of facility privileges and Command notification. Using this equipment unlawfully may result in criminal prosecution.							
NAME (PLEASE PRINT)	RANK	ORGANIZATION (MILITARY UNIT)	COURSE	DATE	TIME IN	TIME OUT	WORK STATION #

FIGURE L-1: LRC/VT CENTER SIGN-IN/SIGN-OUT LOG



APPENDIX M: PROCTORING EXAMS

All LRC monitors are proctors. LRC monitors will proctor exams using the LMS on-line testing tool. Each LRC will have established hours for proctoring exams. A proctor password is required to allow a student access to a test. Proctor passwords are linked only to tests and are not linked to LMS accounts. The LMS has a drop down menu for the proctors to look up the password for each test (see Figures M-1 and M-2).

The LRC monitors shall perform the following when proctoring an exam:

- § Verify the student's ID matches the account that is opened.
- § Ensure the student is enrolled in the course.
- § View enrollments (see Figure M-4) to check the status.
 - If the student is provisionally enrolled, he or she will not be able to take the test until the LMS is updated.
 - This update takes place every 10 minutes.
- § Ensure the student does not have a "provisional" status on the transcript.
 - View the transcript (see Figure M-5) for the appropriate course to ensure they do not have a provisional pass/fail.
 - If they have a provisional status, have the student wait 10 minutes for the update to take place before continuing.
 - In the case of a provisional failure, the student will need to re-enroll in the course and wait for their enrollment status to update before taking the test.
- § Look up the proctor password for the exam from your administrative machine (see Figures M-1 and M-2).
- § Enter the proctor password (see Figure M-3).
- § Ensure the student does not have the course open in another window.
- § Brief the student that they must complete the entire exam.
- § Do not allow a student to quit in the middle of an exam. The system will not record this as a try at the exam.
- § Once a student completes an exam, the transcript will indicate, "provisionally completed." It will change to "completed" once the LMS syncs with Marine Corps Institute Automated Information System (MCIAIS).
- § Collect paper exams as appropriate.

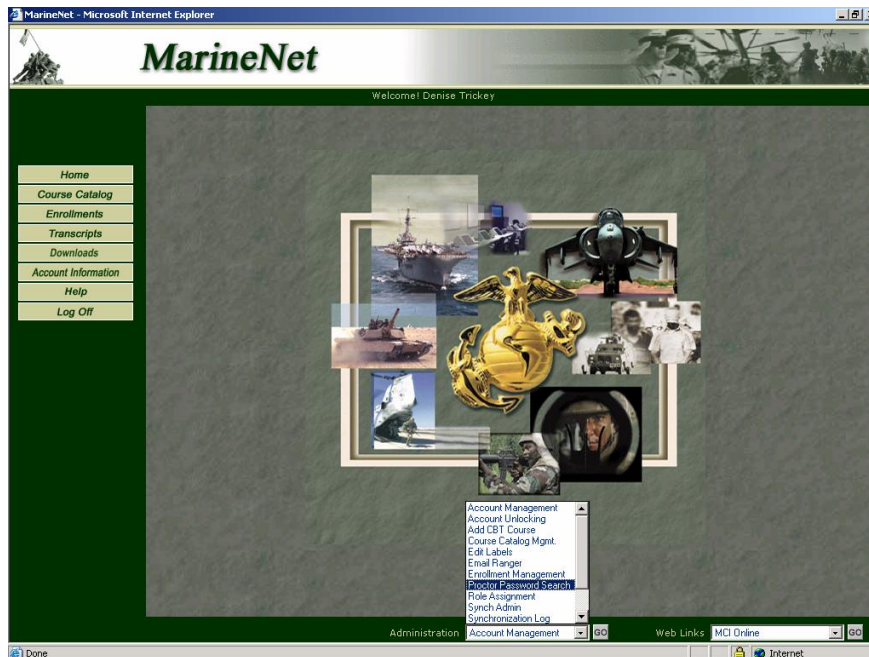


FIGURE M-1: PROCTOR PASSWORD SEARCH

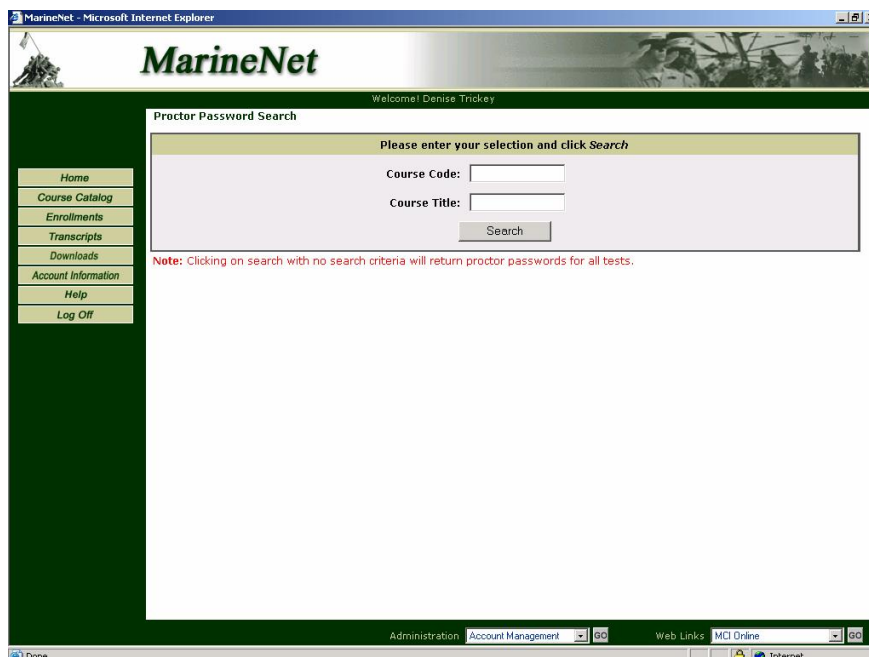


FIGURE M-2: SEARCH FOR PROCTOR PASSWORD



FIGURE M-3: ENTER PROCTOR PASSWORD SCREEN

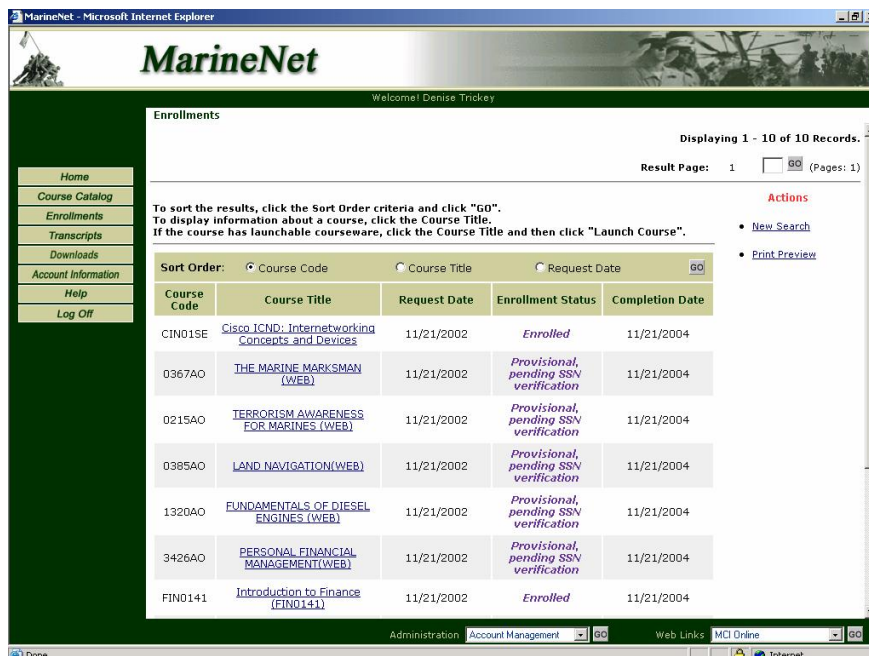


FIGURE M-4: VIEW ENROLLMENTS SCREEN



MarineNet - Microsoft Internet Explorer

MarineNet

Welcome! Denise Trickey

Transcripts

Displaying 1 - 9 of 9 Records.

Result Page: 1 99 (Pages: 1)

To sort the results, click the Sort Order criteria and click "GO".
Click the Course Title for transcript detail.
Click the History Status (Completed) to Print/View Certificate.
To request official transcripts, please go to the [MCI Online](#) webpage.

Sort Order: ☒ Course Code ☐ Course Title ☐ History Status ☐ Completion Date

Actions

- [New Search](#)
- [Print Preview](#)

Course Code	Course Title	History Status	Completion Date	Grade
0035@O	FUNDAMENTALS OF MARINE CORPS LEADERSHIP (WEB)	In Progress		-
0112BP	COUNSELING FOR MARINES	In Progress		-
0215AO	TERRORISM AWARENESS FOR MARINES (WEB)	In Progress		-
0367AO	THE MARINE MARKSMAN (WEB)	In Progress		-
0385AO	LAND NAVIGATION (WEB)	In Progress		-
1320AO	FUNDAMENTALS OF DIESEL ENGINES (WEB)	In Progress		-
3426AO	PERSONAL FINANCIAL MANAGEMENT (WEB)	Passed		71.2
CIN01SE	Cisco ICND: Internetworking Concepts and Devices	In Progress		-
SW9508E	Microsoft Windows 95 - Service and Support: Mobile Support	In Progress		-

Displaying 1 - 9 of 9 Records.

Result Page: 1 99 (Pages: 1)

Administration Account Management Web Links MCI Online

Done Internet

FIGURE M-5: VIEW TRANSCRIPT SCREEN



APPENDIX N: VIDEO TELETRAINING (VTT) CENTER PATRON ORIENTATION BRIEFING

This appendix presents the standard operating information for VTT Center users. Local information/requirements may be added or deleted as required.

1. Introduction.
 - a. Welcome to: _____
 - b. I am _____, the VTT technician. My duties are to operate the facility and to help you to train.
 - c. While you are here I will make every effort to help you, **BUT** please understand I am not an instructor. That is the job of the proponent school presenting this training session.
2. This DL facility is designed to support your efforts to successfully achieve the course objectives.
3. The VTT Center is available from _____ hours to _____ hours daily.
4. The uniform for on-duty military personnel is _____. The dress for off-duty military and others is _____.
5. The VTT Center operating rules are as follows:
 - a. Do not bring food or drink into the facility. Indicate where the break area is located and what refreshments are available.
 - b. Do not bring unauthorized personnel into the facility.
 - c. Do not remove VTT Center equipment from the facility.
 - d. You may remove printed material provided by the course instructor if approved by the instructor.
6. During the VTT session:
 - a. Maintain order and respect the rights of other facility users.
 - b. Address course content questions to the instructor during the VTT presentation.
 - c. DO NOT troubleshoot the system if you have a problem operating VTT equipment or there is an equipment failure. Stop work and request assistance from the VTT technician.
7. When the VTT session is completed:
 - a. Remove personal effects from the area.



- b. Clean your work area.
 - c. Inform the VTT technician that you are departing.
 - d. Sign-out on the LRC/VTT Center Sign-In/Sign-Out Log.
8. System Operation.
- a. Audio:
 - (1) Show students how to use the mute function.
 - (2) Inform students that they should not yell, speak unnaturally loud, or bend over to the microphone when speaking.
 - (3) Inform students that a normal level of conversation is appropriate.
 - (4) Show students how to adjust system audio for far site reception level.
 - (5) Show students how to check microphones for operation. Explain press to talk and press to mute.
 - (6) Explain conversational etiquette; don't interrupt, and wait for sound delay.
 - (7) Explain that while asking questions, extra time is needed for sound delay and response.
 - b. Video:
 - (1) Show students how to set camera presets.
 - (2) Show students how to set "look at me" presets buttons.
 - (3) Show students how to turn on the ELMO document camera. Demonstrate placement of first image.
 - (4) Show students how to check the focus, zoom, and iris of camera.
 - (5) Show students how to adjust room lighting.
 - (6) Adjust seating arrangement according to size of room and number of attendants.
 - (7) Demonstrate how to look at the camera for "eye to eye" contact at far site.
 - (8) Show how to check individual camera positioning and how to stay centered on camera.
 - (9) Explain that all movement should be in moderation and at a slow rate.



(10) Inform students to RELAX; they are not a television (TV) or movie personality.

c. Instructional/Presentation Protocols:

(1) Explain the capabilities of the system for conferences and presentations.

(2) Inform the attendees that print documents, audio, videotape, 35mm slides, photographs, 2-D/3-D object, computer generated documents and slides, as well as network documents and slides, if applicable, can be transmitted over the system.

(3) Show and explain tracking camera for mobile presentations.

**APPENDIX O: VIDEO TELETRAINING (VTT) CENTER MONTHLY UTILIZATION REPORT**

VTT CENTER MONTHLY UTILIZATION REPORT			
Date:			
To:	Base DL Network Administrator		
From:		VTT Center #	
(LRC Monitor's Name)			
OPERATIONAL DATA			
Total Number of Facility Users:		for	
			(Month)
Total Number of Facility User Hours:		for	
			(Month)
OPERATIONAL DATA			
Number of VTT Center systems requiring maintenance:			
Number of VTT Center systems unserviceable for a week or more:			
COMMENTS/RECOMMENDATIONS			
(Signature of LRC Monitor)			

FIGURE O-1: VTT CENTER MONTHLY UTILIZATION REPORT

**APPENDIX P: DISTANCE LEARNING (DL) FACILITY USE AND ACCOUNTING FORM**

DISTANCE LEARNING FACILITY USE AND ACCOUNTABILITY FORM	
Date:	
This is to certify that I assume property accountability for the following Distance Learning Facility (indicate if LRC, VTT Center or both):	
For the period of (date and time):	
I have inventoried the facility IAW the attached facility inventory control sheet and accept the quantity and condition of its contents as annotated.	
I am in receipt of the facility key(s): Number:	
Signature:	
Unit:	
Attachment:	Inventory Control Sheet

FIGURE P-1: DL FACILITY USE AND ACCOUNTABILITY FORM



NAVY AIR

SHIPPING CONTAINER TALLY →										1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50													
REQUISITION AND INVOICE / SHIPPING DOCUMENT										Form Approved OMB No. 0704-0246													
Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0246), Washington, DC 20503.																							
PLEASE DO NOT RETURN YOUR COMPLETED FORM TO EITHER OF THESE ADDRESSES. RETURN COMPLETED FORM TO THE ADDRESS IN ITEM 2																							
1. FROM: (Include ZIP Code)										SHEET NO. 2		NO. OF SHEETS 1		5. REQUISITION DATE		6. REQUISITION NUMBER							
2. TO: (Include ZIP Code)										7. DATE MATERIAL REQUIRED (YYMMDD)										8. PRIORITY			
										9. AUTHORITY OR PURPOSE													
3. SHIP TO - MARK FOR:										10. SIGNATURE										11a. VOUCHER NUMBER & DATE (YYMMDD)			
										12. DATE SHIPPED (YYMMDD)										b.			
										13. MODE OF SHIPMENT										14. BILL OF LADING NUMBER			
										15. AIR MOVEMENT DESIGNATOR OR PORT REFERENCE NUMBER													
4. APPROPRIATIONS SYMBOL AND SUBHEAD										OBJECT CLASS		EXPENDITURE ACCOUNT (from) (to)		CHARGEABLE ACTIVITY		BUREAU CONTROL ACTIVITY NO.		BUREAU CONTROL NO.		AMOUNT			
ITEM NO. (a)	FEDERAL STOCK NUMBER, DESCRIPTION, AND CODING OF MATERIEL AND/OR SERVICES (b)									UNIT OF ISSUE (c)	QUANTITY REQUESTED (d)	SUPPLY ACTION (e)	TYPE CONTAINER (f)	CONTAINER NOS. (g)	UNIT PRICE (h)		TOTAL COST (i)						
	PLEASE SIGN, DATE AND RETURN COPY TO ADDRESS IN ITEM 1 ABOVE OR FAX TO _____.																						
	SIGNATURE _____ DATE _____																						
16. TRANSPORTATION VIA MATS OR MSTs CHARGEABLE TO										17. SPECIAL HANDLING													
18.	ISSUED BY		TOTAL CON-TAINERS	TYPE CON-TAINER	DESCRIPTION				TOTAL WEIGHT	TOTAL CUBE	19.	CONTAINERS RECEIVED EXCEPT AS NOTED		DATE (YYMMDD)		BY		SHEET TOTAL					
	CHECKED BY											QUANTITIES RECEIVED EXCEPT AS NOTED		DATE (YYMMDD)		BY		GRAND TOTAL					
	PACKED BY											POSTED		DATE (YYMMDD)		BY		20. RECEIVER'S VOUCHER NO.					

DD Form 1149, Jan 93 → 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00 S/N 0102-LF-015-8500

FIGURE P-2: DD FORM 1149

**APPENDIX Q: ACRONYMS AND DEFINITIONS****TABLE Q-1: ACRONYMS AND DEFINITIONS**

ACRONYM	DEFINITION
AEC	Automated Electronic Classroom
BLT	Battalion Landing Team
CCB	Configuration Control Board
CDE	Content Delivery Engine
CD-ROM	Compact Disk-Read Only Memory
CDN	Content Delivery Network
CE	Command Element
CLS	Contractor Logistics Support
CLS PM	Contractor Logistics Support Program Manager
CM	Configuration Management
CONUS	Continental United States
COOP	Continuity of Operations Plan
COR	Contracting Officer's Representative
CPU	Central Processing Unit
DD	Department of Defense (forms only)
DL	Distance Learning
DLC	Distance Learning Center
DLNOC	Distance Learning Network Operations Center
DLRC	Deployable Learning Resource Center
DoD	Department of Defense
DSN	Defense Switched Network
ESO	Education Services Officer
EST	Eastern Standard Time
HVAC	Heating, Ventilation, and Air Conditioning
ID	Identification
IDLC	Installation Distance Learning Coordinator
ILSP	Integrated Logistics Support Plan
IMI	Interactive Multimedia Instruction
IMUX	Inverse Multiplexor
ISSI	International Software Systems, Incorporated.



ACRONYM	DEFINITION
LAN	Local Area Network
LED	Light Emitting Diode
LMS	Learning Management System
LRC	Learning Resource Center
MAGTF	Marine Air-Ground Task Force
MARCORSYSCOM	Marine Corps Systems Command
MarineNet	Marine Corps Learning Network
MCB	Marine Corps Base
MCCS	Marine Corps Community Services
MCDL	Marine Corps Distance Learning
MCDLP	Marine Corps Distance Learning Program
MCI	Marine Corps Institute
MCIAIS	Marine Corps Institute Automated Information System
MCLB	Marine Corps Logistics Base
MCO	Marine Corps Order
MCSN	Marine Corps Satellite Education Network
MCU	Marine Corps University
MEU	Marine Expeditionary Unit
MLSR	Missing, Lost, Stolen or Recovered
MOS	Military Occupational Specialty
MSSG	MEU Service Support Group
NAVAIR TSD	Naval Air Systems Command Training Systems Division
NCO	Non-Commissioned Officer
NETC	Naval Education and Training Command
NOC	Network Operations Center
O&T	Operations and Training
OCNUS	Outside Continental United States
OJT	On-the-Job Training
PC	Personal Computer
PM	Preventative Maintenance
PME	Professional Military Education
PM-IT	Program Manager, Information Technology
POC	Point of Contact
RTE	Regional Technical Expert



ACRONYM	DEFINITION
RUC	Reporting Unit Code
SA	System Administrator
SF	Standard Form
SME	Subject Matter Expert
SNA	Senior Network Administrator
SOP	Standard Operating Procedure
SSN	Social Security Number
T&E	Training and Education
TM	Training Manager
TV	Television
UCMJ	Uniform Code of Military Justice
UTO	Unit Training Officer
VCAS	Video Conferencing Application Services
VCR	Video Cassette Recorder
VTC	Video Teleconferencing
VTT	Video Teletraining